



Dunelm Associates Ltd

Education Training & Consultancy Since 1983

We Are An Equal Opportunities Training Provider

One-Day Open Courses (North East)

How we can help you is only limited by your own imagination!

Confirm 10 places and receive 2 places free!

Discounts for group bookings!

Course	2009				2010							
	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
Absence Management	24		24		25		29	23		29		
Appraisal Systems	25		25				30	26				
Assertiveness		2				2				1	2	
Business Development	29		27			22		29	14		19	
Change Management	28		26		27		31	27				
Communication Skills		5				3				2	5	
Customer Care		6				4				3	6	
Delegation Skills		8				8			4	7	7	
Discipline at Work		9		1		9			5	8	13	
Effective Meetings						23			17		20	
Emotional Intelligence		12		2		10			6	10	14	
Equality & Diversity		14		3		15			7	11	15	
Facilitation Skills		19				24			18		21	
Finance for Non Financial Managers		16		4		16			10	14	16	
Giving Briefings		20				26					23	
Influencing Skills		21		10					19		26	
Leadership			3		6		1	1		16		2
Manual Handling		30		15				30	31		30	
Marketing			4		7		3	2		17		3
Maximising Potential (Outplacement)	30		30		28					30		
Mentoring and Coaching			6		8		4	5		18		4
Minute Taking			10	8			8	7				5
Motivation Skills		23							24		28	
Negotiating Skills	3		11		11		10	9				6
Planning and Control		26							25		29	
Presentation Skills	7		12		12		11	12				
Problem Solving and Decision Making		28		11					26			
Project Management	10		13	9	13		12	13				
Recruitment and Selection		29		14					27			
Report Writing	14		16		15		16	15				
Sales Techniques	16		14			1				4		
Stress Management	15		17		18		19	16		21		
Team Building	17		18		20		22	19		22		
Telephone Techniques	18		20		21		23	20		24		
Time Management	21		23		22		24	21		25		
Train the Trainer	23						26	22		28		

Training Venue: Sunderland Office (unless stated otherwise)

Only £99.00 (ex. VAT) Per Delegate Per Day

Includes lunch, refreshments, handouts, certification. Free car parking and disabled access.
(Sunderland Venue)

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