

Where can I get more information?

Jenny Devlin

Programme Co-ordinator
Devlin Associates
C/o 5A Lower Level
Myrtlefield Shopping Centre
AVIEMORE PH22 1SB

Tel:
01479 810062

Email:
jdtrainingpool@aol.com

Other services we can provide in-house:

Business Performance Review

As part of our service we can offer you a Training Needs Analysis (TNA) within your organisation. The TNA process offers a systematic analysis of all the skill requirements throughout the organisation, enabling you to identify and plan cost-effective learning activities that will support the business strategy and enhance the achievement of targets. Phone or email to discuss this with us.

Training Needs Analysis

This is a comprehensive, structured and confidential 'MOT' of your organisation. We will help you focus on the important functions and capabilities of your operation and assess the effectiveness of each. The process will identify areas where improvements are necessary to add value and meet your particular objectives. If requested we can support you in making the changes required and together we will also consider how your strengths can be built on to secure a distinct competitive advantage or improved performance.

1 day Courses

£95.00 + VAT
Per person

2 day Courses

£190.00 +VAT
Per Person

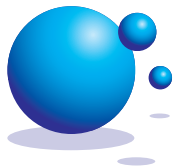
Discounts for group bookings. Payment must be made when booking. No refunds can be given for cancellation within 2 weeks of course date.

As these workshops and courses are no longer subsidised we have tried to keep the cost to you as low as possible. We have sourced good quality but relatively inexpensive venues to ensure that Highland businesses will continue to have access to economically priced quality management training.

The Learning Pool is brought to you by :

Bruce Brothers Ltd

Lag an Ath, Carr Road, CARR-BRIDGE PH23 3AE
01479 841 264
scott.bruce@btinternet.com
www.brucebrothers.co.uk

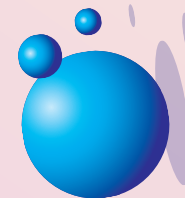


The Learning Pool Management Training 2009-2010

Easy access management courses
for you and your people

Find the right course for you and your people

Bruce Brothers Ltd



Learning Pool November 2009 – May 2010

21 x One day workshops and 3 x Two day workshops

| Workshops | Subject | Length | Date | Location |
|--|---|--------|-----------------------|-----------------------|
| Assertive Communication | Assertive behaviour is essential for communicating effectively, participants will look at their own behaviours & communication & how this can be improved. | 1 Day | 12th Nov & 22nd Apr | Inverness |
| Role of Line Manager | Line managers & supervisors have a key role to play in the success of an organisation. The workshop will outline and clarify this role. | 1 Day | 17th Nov & 27th April | Inshes Community Hall |
| Project Management | Due to the complexity of most projects, they must be planned & continually monitored if they are to run smoothly. Participants will learn the basic principles of setting up and running a project. | 1 Day | 24th Nov | Inverness |
| Business Planning | Takes the group through the process of business planning with some work on target setting and the rationale behind the whole process. Simple exercises are included. | 1 Day | 1st Dec | Inverness |
| Managing Conflict | Participants will be made aware of how to recognise the causes of conflict, including their own behaviour and to develop the skills which they have to manage conflict positively. Two dates. | 1 Day | 10th Dec | Inshes Community Hall |
| Appraisal & Staff Review | Hi-grade communication within the workplace is a key to success. Appraisal & review can be used to achieve this. Participants will leave the workshop with an understanding of how to design appraisal & staff review systems, carry out effective appraisals & avoid common pitfalls. | 1 Day | 21st Jan & 21st Apr | Inshes Community Hall |
| Efficient Time Use in Business | Time is a resource like any other & must be used to maximise efficiency. The workshop combines theory & practical exercises to illustrate the disciplines required to manage time effectively. | 1 Day | 2nd Feb | Inverness |
| 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; this workshop will help address this. | 2 Days | 16th & 17th Feb | Inverness |
| Team Working | The 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 | 23rd Feb | Inverness |
| Excellent Customer Service | The 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 standard of service. | 1 Day | 24th Feb | Inshes Community Hall |
| Presentation Skills | The interactive workshop will enable participants to improve their confidence so that they can deliver presentations effectively & with enthusiasm rather than fear & dread. | 2 Days | 2nd & 3rd Mar | Inverness |
| Written Communication | Good written communication can be important to business success. The workshop covers the techniques, uses, and advantages of different forms of written management communication, including management reports, e-mail, letters and memos. | 1 Day | 4th March | Inverness |
| Board and Committee Responsibilities | For existing, new and potential directors / committee members in all types of organisations. It will examine committee and board structures, roles and responsibilities of directors, chair and secretary. Also covered is; creating and maintaining working relationships with staff, operating efficiently, establishing good communications and dealing with difficult situations. | 1 Day | 9th Mar | Inverness |
| Grievance, Discipline & Redundancy | To help participants review their organisation's existing Grievance & Discipline procedures, or if necessary to develop new ones, in line with the latest Employment Legislation. The correct processes for dealing with Grievance & Discipline carrying out Redundancies is also covered. | 1 Day | 11th Mar | |
| Selling Techniques | The workshop will help improve participants selling skills & enable them to make the most of their opportunities to sell by using some effective techniques to secure new customers, retain current ones & improve engagement. | 1 Day | 16th Mar | 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 | 23rd Mar | Inverness |
| Marketing Your Business | A look at the basic principles of marketing, the relationship with your business and product and focusing on specific tips and ideas to help your business through tough times. | 1 Day | 24th Mar | Inverness |
| Get the Most from your Training | Companies are loath to spend money on training unless they can see a definite and quantifiable benefit. The course takes a business through the process of getting the most for their money, including clear objectives for training and methods of checking on outcomes. | 1 Day | 20th April | Inverness |
| Change Management | Change and transition are a part of normal business progress. The need to understand how change affects people, and harness the positive aspects, whilst using good planning techniques, is a vital component in every manager's toolkit. The workshop provides the knowledge and skills to ensure that changes can be implemented smoothly. | 1 Day | 28th April | Inverness |
| Stress Management | Managers must be able to manage the stresses and strains on themselves and their staff and be able to demonstrate that they do take effective steps to limit stress in the workplace. The is a workshop to help find ways through the maze of half truths and urban myths regarding a natural human response. | 1 Day | 6th May | Inverness |
| Recruitment, Selection & Interviewing | Recruiting the wrong person for a job can be very expensive and time consuming. The course takes delegates through the recruitment process and identifies, explains and provides the opportunity for practicing the various activities, including interviewing, necessary to maximize the chances of success in this vital process. | 2 days | 12th & 13th May | Inverness |