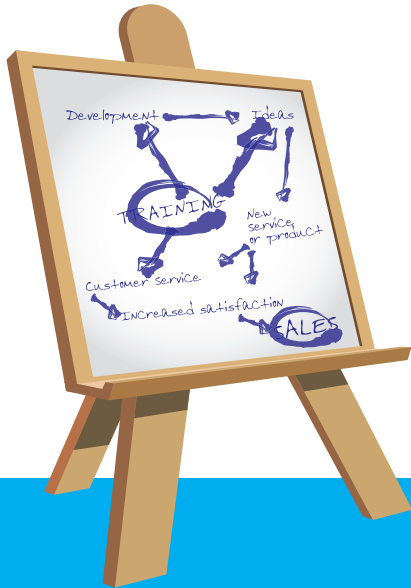


Business Training Calendar

July - December 2009



let the experts help

Training Introduction

Funding

As part of Train to Gain, many of the courses we offer can be delivered free of charge on completion of the whole programme. Please contact **0845 608 3388** for more information.

Workshops to Meet Your Specific Requirements

The training team at Business Support Solutions can design entire courses to meet your requirements, or take a range of modules from other courses and bring them together in a way that will suit your particular needs. All the courses in this brochure can be delivered in-company.

We Expect the Unexpected

Unusual requests are all in a day's work - we are part of a large business support network and have access to a vast number of training consultants across the UK. This means we can also provide specialist bespoke courses not listed here. If you want us to design a course for you, all you have to do is ask!

Specialist Trainers to Enhance Your Organisation's Performance

The team of dedicated professionals we have on call are committed to making a difference to the organisations they help and have a track record of delivering quality training to a range of clients. The companies that we help, operate in every business sector and are of all sizes. Over the years they have learned they can rely on us to deliver tailor-made training to meet their needs. That's why clients come back to Business Support Solutions again and again.

Training Delivered Around Your Operational Requirements

Courses can be delivered at a venue of your choice – on your premises, at a hotel or conference centre, or at our high-quality training facilities in Manchester. Training programmes can be delivered anywhere in the UK or overseas.

Effectively Stretch Your Training Budget

We can offer ways to make your training budget go further. If you have four or more people who you wish to send on a particular course, it could be more cost-effective for us to deliver the course in-company.

Training Options From Business Support Solutions

(colour coded content)

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Feature Programmes & Courses

Director Development Programme (5 days over 4 months)

If you are a senior manager or director of an established company, this is the programme for you. You'll have a sound operational track record but are now in a position where you want to achieve strategic as well as operational success – move from working in the business to working on the business.

The programme will enable you to:

- Think and work more strategically so you can work on the business as well as in the business
- Turn your strategy into effective action
- Increase motivation – yours and others, so that commitment matches skills set
- Win hearts and minds and gain real buy-in for those tough changes
- Tap more effectively into your staff's true potential
- Improve your confidence and resilience so you can dare to step further outside your comfort zone.

Sales Academy

Sales for Non-sales People and Advanced Sales Development

The Sales Academy has been specifically designed for people that either don't currently sell, are new to sales, or to existing salespeople. In these difficult times business's need to be striving to optimise every sales opportunity. By enhancing the skills of those employees that don't carry sales targets but have regular interaction or involvement with customers, you are increasing the opportunities to generate revenue for your organisation and increasing overall levels of efficiency. Please see pages 7 & 8 for full course details.

Build a Better Business - 7 day programme

Helping businesses to develop skills and improve performance

To succeed in business, all employers need a well-trained and motivated workforce, however keeping up-to-date with the constantly changing business environment is a concern for all organisations, particularly smaller businesses.

Companies across Greater Manchester now have the opportunity to benefit from better advice on addressing the skills and training needs of their workforce through our Build a Better Business (BaBB) programme. This programme consists of 7 workshops, designed to help you address specific business needs in order to Build a Better Business.

Workshop 1 – Business Planning

Workshop 2 – Business Finance

Workshop 3 – Marketing

Workshop 4 – Employment Law

Workshop 5 – Leadership & Management

Workshop 6 – Managing Performance

Workshop 7 – Health and Safety

Courses to Suit Everyone

In an economic downturn, there's always a temptation for businesses – large and small – to cut spending on staff training. But it's a false economy. Research confirmed that companies that don't train are 2.5 times more likely to fail than those who do. In our new training brochure, we have introduced over 60 new courses which we are sure will benefit all your employees and the good news is that many of these may attract funding.

If you have a team of people who need training, we can tailor all our courses to meet your specific needs. There may also be funding available to support this training.

Have a look through and call **0845 608 3388** to discuss any of the courses.

Financial

Our Financial courses help you to gain confidence and control in the economic areas within your business. You will gain improved knowledge of how to control your accounts and benefit from a wider understanding of the financial side of your business.

Funding may be available if the courses form part of a qualification. Please contact **0845 608 3388** for more information.

Course	Price (+VAT) Members (M) / Non-members (N)	Dates
Tendering Opportunities in the Public Sector (3 sessions)	(Please see session detail)	(Please see session detail)
Session 1. Exciting Business Opportunities for SMEs	M £25 / N £32	Please choose 1 option: Jul 3 , 8.30 - 11am or Jul 28 , 5 - 7.30pm
Session 2. Understanding the Market & Adapting to Successfully Enter It	M £99 / N £128	Please choose 1 option: Jul 9 or Aug 13 , 8.30 - 11am
Session 3. Required Strategies & Processes to Improve Success	M £99 / N £128	Please choose 1 option: Jul 9 or Aug 13 , 1.15 - 4.15pm
Credit Control (1 Day)	M £175 / N £213	Aug 24 , Oct 2 , Dec 10
Understanding Business Finance (1 Day)	M £175 / N £ 213	Aug 25 , Oct 1 , Dec 2
Credit Management and Cash Collections (1 Day)	M £175 / N £ 213	TBA
Completing PAYE Documents (IAB* accredited, 1 Day)	M £80 / N £102	Sept 16 , Dec 2
Costing and Pricing the Product (IAB* accredited, 1 Day)	M £80 / N £102	Sept 17 , Dec 3
Final Accounts and Their Interpretation (IAB* accredited, 1 Day)	M £80 / N £102	Sept 18 , Dec 4
Financial Planning and Control (IAB* accredited, 1 Day)	M £80 / N £102	Sept 21 , Dec 7

* IAB - International Association of Bookkeepers

Health & Safety

These courses are designed to help you understand your legal responsibilities to staff and customers in all aspects of health and safety. We will supply in depth training for you to provide safe working and trading conditions.

Course	Price (+VAT) Members (M) / Non-members (N)	Dates
Appointed Person First Aid (1 Day)	M £175 / N £213	Sep 10 , Dec 9
Personal Safety Training (1 Day)	M £175 / N £213	Aug 28 , Nov 19
CIEH Health and Safety Certificate (1 Day)	M £175 / N £213	Jul 31 , Sep 30 , Nov 4

Ergonomics & DSE (am)	M £50 / N £60	Oct 29
Manual Handling (am)	M £50 / N £60	Jul 29, Sept 8, Nov 6
Risk Assessment (1 Day)	M £175 / N £213	Sept 1, Nov 30

International Trade

An extensive programme of courses providing the knowledge you need to help you trade around the world. Arm yourself with the information and confidence to expand overseas.

Course	Price (+VAT) Members (M) / Non-members (N)	Dates
Appointment of Management of Agents & Distributors (1 Day)	M £175 / N £213	Aug 20, Nov 26
Customs Procedures (1 Day)	M £175 / N £213	Sept 15, Dec 8
Develop Profitable Export Sales (1 Day)	M £175 / N £213	Jul 8, Nov 3
Doing Business in Europe (1 Day)	M £175 / N £213	TBA
Export Documentation (1 Day)	M £175 / N £213	Aug 24, Nov 24
Export Procedures (2 Days)	M £295 / N £362	Jul 30, 31, Oct 20, 21
Import Procedures (1 Day)	M £175 / N £213	Aug 19, Nov 25
Letters of Credit (1 Day)	M £175 / N £213	Sept 9, Dec 2

Office Skills

Give the people who are often the first point of contact between you and your customers or suppliers the confidence and skills to present the image your organisation deserves. Enhance the skills and professionalism of new, established and newly promoted office staff, receptionists and PAs.

Course	Price (+VAT) Members (M) / Non-members (N)	Dates
Develop Professional Telephone Skills (1 Day)	M £175 / N £213	Aug 12, Oct 5, Dec 7
Essential Receptionist Skills (1 Day)	M £175 / N £213	Jul 21, Sept 16, Nov 13
Minutes and Note Taking (1 Day)	M £175 / N £213	Aug 27, Oct 5
The Professional Administrator (1 Day)	M £175 / N £213	Jul 1, Sept 28, Dec 1
Writing for Results (1 Day)	M £175 / N £213	Aug 19, Nov 4

Management Development

These courses encourage managers to find more efficient ways to manage people and resources, so that your organisation can achieve its full potential. Every organisation must embrace change – give your managers the skills and knowledge to handle change with confidence.

Course	Price (+VAT) Members (M) / Non-members (N)	Dates
Leadership and Motivation (1 Day)	M £198 / N £240	Aug 12, Oct 14, Dec 10
Managing Performance (1 day)	M £175 / N £213	Jul 23, Oct 27, Dec 9
Project Management (1 day)	M £175 / N £213	Sept 18, Nov 30
Supervision and Management (1 day)	M £198 / N £240	Aug 27, Oct 21, Dec 14
Team Lead Development Programme (1 day)	M £198 / N £240	Jul 30, Sept 15, Nov 26
Appraisal Skills (1 day)	M £295 / N £362	Sept 24, Dec 1
Managing Difficult People (1 day)	M £175 / N £213	Jul 23, Oct 22

Personal & Professional

Improve individuals' communication and negotiation skills, encourage them to address assertiveness issues and enable them to deliver presentations professionally. Funding may be available for the accredited courses. Please call **0845 608 3388** for more information.

Course	Price (+VAT) Members (M) / Non-members (N)	Dates
Communication Skills (1 Day)	M £175 / N £213	Aug 20, Oct 1, Dec 2
Exceptional Customer Care (1 Day) (Accredited by City & Guilds)	M £175 / N £213	Jul 28, Sept 23, Nov 25
Influencing and Persuading (2 Days)	M £175 / N £213	Aug 12 & 13, Oct 14 & 15, Dec 3 & 4
Managing Change (1 Day)	M £175 / N £213	Jul 1, Oct 1
Memory Skills (1 Day)	M £175 / N £213	Jul 17, Sept 29, Nov 24
Negotiation Skills (1 Day)	M £175 / N £213	Oct 13, Dec 9
Professional Presentation Skills (2 days)	M £295 / N £362	Jul 22 & 23, Sept 16 & 17, Dec 2 & 3
Time and Stress Management (1 Day)	M £295 / N £362	Jul 15, Sept 24, Nov 12
Train the Trainer (2 Days)	M £295 / N £362	Jul 2 & 3, Sept 29 & 30, Dec 9 & 10

Business Skills Courses (accredited by Edexcel)

Whether you are starting a business or just need to update your skills, these courses are a MUST! From marketing your business to identifying risks - we will teach you invaluable business skills.

Funding may be available if the courses form part of a qualification. Please contact **0845 608 3388** for more information.

Course	Price (+VAT) Members (M) / Non-members (N)	Dates
Business Market and Customers (1 Day)	M £80 / N £102	Jul 29, Sep 4, Nov 4
The Skills Needed to Run a Business (1 Day)	M £80 / N £102	Jul 23, Sep 8, Nov 5
Business Opportunities and Risks (1 Day)	M £80 / N £102	Jul 17, Sep 9, Nov 9
Negotiation in Business (1 Day)	M £80 / N £102	Jul 27, Sep 10, Nov 10
Planning in Business (1 Day)	M £80 / N £102	Jul 29, Sep 11, Nov 11
Resources and Infrastructure Within a Business (1 Day)	M £80 / N £102	Jul 30, Sep 15, Nov 12
Business Help and Support (1 Day)	M £80 / N £102	Jul 1, Sep 16, Nov 17
Manage Finance in a Business (1 Day)	M £80 / N £102	Jul 2, Sep 17, Nov 18
What is Enterprise (1 Day)	M £80 / N £102	Jul 6, Sep 23, Nov 25
Employment Legislation (1 Day)	M £80 / N £102	Jul 29, Sept 23, Nov 27

Institute of Leadership & Management (ILM)

The Institute of Leadership and Management is a premier management organisation and we are pleased to offer the following programmes. You can attend individual courses or complete whole awards to ensure you are getting the most effective results from staff, with the most up to date techniques.

Course	Price (+VAT) Members (M) / Non-members (N)	Dates
Working with Costs and Budgets (1 Day)	M £80 / N £102	Jul 27, Oct 22
Solving Problems and Making Decisions (1 Day)	M £80 / N £102	Jul 31
Managing Creativity and Innovation in the Workplace (1 Day)	M £80 / N £102	Sept 2
Building the Team (1 Day)	M £80 / N £102	Jul 16

Introduction to Leadership (1 Day)	M £175 / N £213	Jul 23
Level 2 in Team Leading (5 Days)	M £350 / N £420	TBA
ILM Level 3 Award in First Line Management (8 Days)	M £500 / N £615	Jul 22 & 23, Aug 5, 12, 19 & 26 Sept 2 & 9 Oct 8, 15, 22 & 29 Nov 5, 12, 19, 26

The Sales Academy We are pleased to introduce our brand new Sales Academy.

Academy 1 Sales for Non-sales People Academy 2 Advanced Sales Development

These sales training units have been specifically designed for people that either don't currently sell, are new to sales, or to existing sales people. In these difficult times business's need to be striving to optimise every sales opportunity. By enhancing the skills of those employees that don't carry sales targets but have regular interaction or involvement with customers, you are increasing the opportunities to generate revenue for your organisation and increasing overall levels of efficiency.

Funding may be available if the courses form part of a qualification. Please contact **0845 608 3388** for more information.

Course	Price (+VAT)	Dates
	Members (M) / Non-members (N)	
Time and Stress Management (1 Day)	M £175 / N £213	Sept 2, Dec 3
Face to Face Sales Excellence (1 Day)	M £175 / N £213	Sept 3, Nov 26
Increased Telesales for Your Business (1 Day)	M £175 / N £213	Sept 1, Dec 2
Manage and Monitor Personal Sales Development (1 Day)	M £175 / N £213	Jul 1, Oct 1, Dec 2
Develop and Deliver Professional Sales Presentations (1 Day)	M £175 / N £213	Jul 2, Sept 9, Dec 1
Sales Demonstrations Skills Workshop (1 Day)	M £175 / N £213	Jul 7, Oct 13
How to Generate and Follow Up Sales Leads (1 Day)	M £175 / N £213	Jul 2, Sept 30, Nov 11
Handling Objections and Closing The Sale (1 Day)	M £175 / N £213	Jul 16, Sept 16, Nov 12
Understand Your Legal Responsibilities When Selling (1 Day)	M £175 / N £213	Jul 8, Oct 15
Implement Call Plans for a Successful Sales Journey (1 Day)	M £175 / N £213	Jul 14, Sept 10, Nov 27
Selling at Events and Trade Fairs (1 Day)	M £175 / N £213	Jul 21, Oct 5
Accessing Finance for Your Customers (1 Day)	M £175 / N £213	Jul 22, Sept 30, Nov 25
Processing Customer Orders and Payments (1 Day)	M £175 / N £213	Jul 28, Oct 21

Developing Your Personal Network of Contacts (1 Day)	M £175 / N £213	Jul 8, Sept 8, Nov 24
How to Conduct a Competitor Analysis (1 Day)	M £175 / N £213	Jul 15, Oct 22
How to Project Manage Your Sales Activity (1 Day)	M £175 / N £213	Jul 9, Sept 17, Nov 18
How to Develop New Products or Services (1 Day)	M £175 / N £213	Jul 27, Sept 11, Nov 12
Promotional Pricing Techniques (1 Day)	M £175 / N £213	Jul 23, Sept 2, Nov 19
Develop Sales Proposals and Quotations (1 Day)	M £175 / N £213	Jul 29, Sept 17, Dec 8
Outstanding After Sales Service (1 Day)	M £175 / N £213	Aug 4, Oct 15
Sales Skills for International Markets (1 Day)	M £175 / N £213	Jul 30, Oct 27
Advanced Sales Techniques (1 Day)	M £175 / N £213	Oct 5
Increased Telephone Sales for Your Business (1 Day)	M £175 / N £213	Jul 9, Oct 6
Professional Selling Skills (2 Days)	M £295 / N £362	Jul 6 & 7, Oct 7 & 8
Setting Appointments by Telephone (1 Day)	M £175 / N £213	Aug 4, Nov 5

Academy 3 Introduction to Sales Management and Leadership

The introduction to Sales Management and Leadership Academy has been designed to equip sales managers with the necessary skills to drive sales teams forward. We will show you how to increase overall levels of motivation and help you to understand the methodologies behind successful management and leadership.

Course	Price (+VAT) Members (M) / Non-members (N)	Dates
Face to Face Sales Excellence (1 Day)	M £175 / N £213	Sept 2, Dec 3
Manage and Monitor Personal Sales Development (1 Day)	M £175 / N £213	Sept 3, Nov 26
Change Management (1 Day)	M £175 / N £213	Jul 1, Oct 1,
How to Prepare and Run Sales Meetings (1 Day)	M £175 / N £213	Sept 8, Dec 2
Leading a Sales Team (1 Day)	M £175 / N £213	Aug 18, Nov 5
Motivating Your Sales Team (1 Day)	M £175 / N £213	Sept 16, Dec 3
Enhance Sales Through Direct Marketing (1 Day)	M £175 / N £213	Jul 2, Sept 30, Nov 26
Develop Your Sales People (1 Day)	M £175 / N £213	Jul 7, Oct 22

Managing Individual and Team Performance (1 Day)	M £175 / N £213	Jul 8, Sept 3, Dec 1
Develop and Deliver Professional Sales Presentations (1 Day)	M £175 / N £213	Aug 11, Nov 27
Developing Your Personal Network of Contacts (1 Day)	M £175 / N £213	Aug 28, Nov 27
Understand Your Legal Responsibilities When Selling (1 Day)	M £175 / N £213	Jul 8, Oct 15,
How to Generate and Follow Up Sales Leads (1 Day)	M £175 / N £213	Jul 2, Sept 30, Nov 11
Handling Objections and Closing the Sale (1 Day)	M £175 / N £213	Jul 16, Sept 16, Nov 12

Business Improvement Techniques

All businesses depend on the skills of its workforce to drive productivity, we work with companies in various sectors to understand their needs and provide solutions to those needs

Course	Price (+VAT) Members (M) / Non-members (N)	Dates
Applying Workplace Organisational Techniques (1 Day)	M £175 / N £213	Dec 1
Applying Continuous Improvement Techniques (Kaizen) (1 Day)	M £175 / N £213	Dec 2
Creating Visual Management Systems (1 Day)	M £175 / N £213	Dec 3
Analysing and Selecting Parts for Improvements (1 Day)	M £175 / N £213	Dec 4
Applying and Selecting Parts for Improvements (1 Day)	M £175 / N £213	Dec 8
Applying Set-up Reduction Techniques (1 Day)	M £175 / N £213	Sept 10, Nov 25
Applying Total Productive Maintenance (TPM) (1 Day)	M £175 / N £213	Sept 11, Nov 26
Applying Problem Solving Techniques (1 Day)	M £175 / N £213	Sept 14, Nov 27
Carrying Out Statistical Process Control (SPC) (1 Day)	M £175 / N £213	Sept 18, Nov 30
Applying Flow Process Analysis (1 Day)	M £175 / N £213	Sept 23, Dec 1
Carrying Out Potential Failure Modes and Effects Analysis (FMEA) (1 Day)	M £175 / N £213	Sept 24, Dec 2
Carrying out Mistake/Error Proofing (POKA YOKE) (1 Day)	M £175 / N £213	Sept 25, Dec 3
Creating Standard Operating Procedures (1 Day)	M £175 / N £213	Sept 28, Dec 4
Applying Basic Statistics (1 Day)	M £175 / N £213	Sept 29, Dec 7

Carrying Out Problem Solving Activities (1 Day)	M £175 / N £213	Sept 30, Dec 8
Carrying Out Value Stream Mapping (VSM)(1 Day)	M £175 / N £213	Oct 1, Dec 9
Applying Value Management (Value Engineering and Value Analysis) (1 Day)	M £175 / N £213	Oct 6, Dec 10
Carrying Out Capability Studies (1 Day)	M £175 / N £213	Oct 7, Dec 11
Producing Multi Variance Charts (1 Day)	M £175 / N £213	Oct 13, Nov 16
Leading Effective Teams (1 Day)	M £175 / N £213	Oct 14, Nov 17
Contributing to Effective Team Working (1 Day)	M £175 / N £213	Oct 15, Nov 18

Special Offer If You Book 5 Places Or More!

If booking over **5 places** from the scheduled programme, you will be entitled to one **FREE training day** to the value of £175 member rate.



Bespoke Courses & Tailored Training

Bespoke Courses can be designed from scratch to suit your specific requirements or existing courses can be tailored and adapted to make them work better for you. So don't worry if an 'off the shelf' package isn't what you require - we'll talk to you, identify your requirements and propose a package to meet your specific needs.



Booking Information

To book onto any of the courses
contact us on **0161 875 2352**
or book online at

www.business-support-solutions.co.uk/trainings

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