

Business & Personal Development Courses (July 2009 – December 2009)



All the Courses listed are **one-day** in duration (9.30 to 4.30) The course fee includes full documentation, refreshments and lunch, a course certificate, management feedback report (if requested) and 3 months free helpline post-course support. All Keys Training venues have secure free car parking. To book or request further information email Train@KeysTraining.com or call **0845 402 2781**

Course Title	Fee	Manchester							Preston							Liverpool							Leeds						
		J	A	S	O	N	D	J	A	S	O	N	D	J	A	S	O	N	D	J	A	S	O	N	D				
Management Skills for New Managers	£195	7	6	3	6	4	8	-	10	-	12	-	10	2	-	17	-	18	-	-	6	-	6	-	8				
Finance for Non-Financial Managers	£275	8	7	8	7	5	9	-	11	-	15	-	14	29	-	22	-	25	-	8	-	22	-	5	-				
Successful Appraisals and Reviews	£275	21	18	15	19	18	15	16	-	25	-	24	-	-	10	-	14	-	3	-	18	-	19	-	15				
Assertiveness & Confidence Skills	£195	20	19	21	23	17	17	10	-	9	-	10	-	-	4	-	1	-	1	20	-	21	-	17	-				
Time & Priority Management	£195	22	20	23	20	23	16	28	-	10	-	9	-	-	5	-	8	-	7	-	-	23	-	23	-				
Communications Skills Workshop	£275	17	13	17	15	25	16	14	-	30	-	17	-	-	25	-	27	-	10	17	-	17	-	25	-				
Speaking/Presenting with Confidence	£195	23	24	29	21	19	10	6	-	2	-	4	-	-	6	-	5	-	2	6	-	2	-	3	-				
Presentation Skills Practical Workshop	£275	24	25	30	22	20	11	7	-	3	-	5	-	-	7	-	6	-	3	24	-	30	-	19	-				
Minute Taking Skills	£275	21	18	15	19	18	15	16	-	25	-	24	-	-	10	-	14	-	3	-	18	-	19	-	15				
Speedwriting Skills	£275	14	11	7	12	11	7	-	12	-	14	-	9	23	-	24	-	26	-	14	-	7	-	11	-				
Clear Business Writing Skills	£195	9	14	9	13	12	14	15	-	18	-	16	-	-	28	-	29	-	17	-	-	18	-	12	-				
Reception & Telephone Techniques	£195	30	27	28	28	26	18	-	13	-	13	-	8	17	-	15	-	12	-	-	13	-	28	-	18				
Customer Service Skills	£275	3	3	1	2	2	1	-	14	-	19	-	18	10	-	18	-	13	-	3	-	1	-	2	-				
Credit Control - Getting Paid Promptly	£275	6	4	4	5	6	4	1	-	1	-	3	-	-	17	-	16	-	18	-	4	-	5	-	4				
Essential Marketing Skills	£350	31	28	24	30	30	2	-	26	-	27	-	3	27	-	14	-	19	-	31	-	24	-	30	-				
Telemarketing Techniques	£275	1	5	11	9	9	4	2	-	4	-	6	-	-	18	-	20	-	14	-	5	-	9	-	4				
Winning and Developing Sales	£350	15	17	14	16	13	11	21	-	21	-	20	-	-	19	-	21	-	16	15	-	14	-	13	-				
Successful Negotiation Skills	£275	24	21	25	23	27	17	28	-	23	-	23	-	-	20	-	22	-	8	-	21	-	23	-	17				
Project Management Essentials	£195	16	12	16	14	24	15	13	-	29	-	16	-	-	24	-	26	-	9	16	-	16	-	24	-				
Project Management Implementation	£275	17	13	17	15	25	16	14	-	30	-	17	-	-	25	-	27	-	10	17	-	17	-	25	-				

Keys Training's range of scheduled public courses are updated regularly to meet client demand and market developments. Please contact us to confirm availability and possible alternative dates - when courses are filled we may add new ones that were not on the original schedule. Keys Training also organise a wide range of Computer and Project Management courses.



Keys Training provide more than 100 different courses across the UK - closed courses tailored to precise company requirements and public courses run to demand. So if you do not see what you want, or would like us to tailor a special course for your organisation then please contact Keys Training:

www.KeysTraining.com

Email: Train@KeysTraining.com

Tel: **0845 402 2781 & 0161 877 8500**

Mobile: **07768 757021**