

Training and Development Programme 2017/2018

Basic First Aid

Monday 9 October 2017 - 09:00 - 12:00

This course is for anyone who feels they would like to know a little more about how to help someone in an emergency situation. This course will include such subjects as choking, fainting, the unresponsive casualty and AED awareness.

£40.00 per person

Having a Quiet Word

Monday 16 October 2017 - 17:30 - 19:30

Dealing with some disciplinary and performance problems informally can often successfully resolve issues—but beware of the pitfalls. Our 2 hour briefing helps you recognise and avoid the danger.

£20.00 per person

Essential Skills for Managers

Tuesday 17 October 2017 - 08:30 - 10:00

There is something different about being a manager that requires a step up in handling relationships with colleagues and motivating teams. Here, we look at those differences and introduce some techniques to develop the essential skills.

£20.00 per person

Building a Business is a Journey

Friday 20 October 2017 - 08:00 - 10:00

Join us for an interactive session, to explore and discuss the predictable stages of business growth and help you think and plan more strategically to tackle the inevitable challenges that lie ahead.

£20.00 per person

Wellbeing at Work

Tuesday 7 November 2017 - 08:30 - 10:00

In this session, Jo Cottell, manager of Guernsey Mind's Employee Wellbeing Service, will give a general introduction to managing mental health in the workplace, in particular in small businesses.

£20.00 per person

Managing Conflict

Wednesday 10 January 2018 - 17:30 - 19:00

This workshop is designed to help delegates identify when to intervene on matters of conflict that would otherwise affect productivity, customer service and ultimately, the bottom line, before spending time of formal procedures.

£20.00 per person

Managing Discipline & Grievance

Thursday 11 January 2018 - 08:30 - 10:00

Employers need to deal fairly but firmly with staff misconduct. They must also handle complaints (grievances) in a reasonable, open minded, fashion. This course covers the basics, including the discipline and grievance processes.

£20.00 per person

Personality in the Workplace

Thursday 8 March 2017 - 17:30 - 19:00

Type (personality) preferences affect us all in our daily lives. Of course, we don't leave them at home when we come to work. Often they can be an asset, but when they cause issues, they can cost time, money and relationships.

£20.00 per person

Managing Sickness & Absence

Friday 9 March 2018 - 08:30 - 10:00

This course will cover how to devise a plan to maximise attendance and how to help those who are absent return to work. Additionally, how to handle the situation when an employee is no longer capable of working due to sickness.

£20.00 per person

For more information on these courses, or to book, please contact Ness as per the below:



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