

2020 TRAINING CALENDAR



JANUARY

08/01/20 - Coaching Skills for Managers
21/01/20 - Equality, Discrimination and Difficult Conversations

FEBRUARY

06/02/20 - Management Essentials
12/02/20 - Transforming Stress and Building Resilience
25/02/20 - Presentation Skills

MARCH

11/03/20 - Team Development and Motivation
19/03/20 - Recruitment and Selection
24/03/20 - Delivering Excellent Customer Service

APRIL

02/04/20 - Resilience and Wellbeing
21/04/20 - How to Make More Sales
29/04/20 - Performance Appraisals and Capability Management

MAY

12/05/20 - Attendance Management
13/05/20 - Assertiveness and Influencing
21/05/20 - Managing Investigations

JUNE

03/06/20 - Managing Disciplinary Procedures
17/06/20 - Conflict Management and Grievances

JULY

02/07/20 - Coaching Skills for Managers
07/07/20 - Equality, Discrimination and Difficult Conversations

AUGUST

05/08/20 - Presentation Skills
12/08/20 - Transforming Stress and Building Resilience
20/08/20 - Management Essentials

SEPTEMBER

08/09/20 - Team Development and Motivation
17/09/20 - Recruitment and Selection
23/09/20 - Delivering Excellent Customer Service

OCTOBER

08/10/20 - How to Make More Sales
14/10/20 - Resilience and Wellbeing
15/10/20 - Performance Appraisals and Capability Management

NOVEMBER

11/11/20 - Attendance Management
17/11/20 - Assertiveness and Influencing
26/11/20 - Managing Investigations

DECEMBER

01/12/20 - Managing Disciplinary Procedures
09/12/20 - Conflict Management and Grievances

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