

Supporting Portsmouth & SE Hampshire Chamber of Commerce Training Programme MARCH – APRIL 2010



To book onto any of these courses please visit:
www.mooreassociateshampshire.com

If the course you are looking for is not shown here, or you are interested in becoming a training provider, please contact Shelagh Moore at Moore Associates Hampshire Limited T: 023 9278 3388 E: Shelagh@mooreassociateshampshire.com
These are our programmed Open Courses. For on-site or bespoke training, please contact us for costs – we may surprise you!



Course Code	Course Title or description	Type of Course	March	April	Cost (Chamber members)	Cost (Non-Chamber members)	Location
Leadership & Management Development							
LM-101	Managing Meetings Effectively	Half Day	Weds 3	Weds 7	£99.75 plus VAT	£115.00 plus VAT	Portsmouth Area
LM-102	Managing People for the First Time	Full Day	Thurs 18		£189.50 plus VAT	£220.00 plus VAT	Portsmouth Area
LM-103	Building Team Cohesion	Full Day		Weds 7	£189.50 plus VAT	£220.00 plus VAT	Portsmouth Area
LM-104	Leadership: Developing Your Role	Full Day Workshop	Weds 10		£189.50 plus VAT	£220.00 plus VAT	Portsmouth Area
LM-105	Enabling Leadership	Full Day Workshop	Tues 2		£189.50 plus VAT	£220.00 plus VAT	Portsmouth Area
LM-106	Developing Aspects of Leadership	Full Day Workshop		Weds 14	£189.50 plus VAT	£220.00 plus VAT	Portsmouth Area
LM-107	Management Skills for Supervisors (CPD)	Full Day Workshop		Thurs 1	£189.50 plus VAT	£220.00 plus VAT	Portsmouth Area
LM-108	Managing an Effective Supervision (CPD)	Full Day Workshop		Thurs 8	£189.50 plus VAT	£220.00 plus VAT	Portsmouth Area
LM-109	Managing Team Performance Effectively (CPD)	Full Day Workshop	Tues 9		£189.50 plus VAT	£220.00 plus VAT	Portsmouth Area
LM-110	Introduction to the Media	Full Day Workshop	April 22	Thurs 22	£1,346 plus VAT	£1,346 plus VAT	Hampshire
LM-201	Coaching and Mentoring for Managers	Place-limited Open Course or One-to-one sessions, by arrangement					
LM-202	One-to-one coaching	One-to-one sessions, by arrangement					
Personal Development							
PD-101	How to Motivate Your Staff	Full Day Workshop	Tues 16		£189.50 plus VAT	£220.00 plus VAT	Portsmouth Area
PD-102	Increase your Personal and Business Effectiveness with NLP	Full Day Workshop		Tues 6	£189.50 plus VAT	£220.00 plus VAT	Portsmouth Area
PD-103	Improving Personal Performance	Full Day		Thurs 8	£189.50 plus VAT	£220.00 plus VAT	Portsmouth Area
PD-104	Time Management Training	Half Day Workshop		Tues 13	£99.75 plus VAT	£115.00 plus VAT	Portsmouth Area
PD-105	Active Listening Skills	Half Day Workshop	Thurs 4		£99.75 plus VAT	£115.00 plus VAT	Portsmouth Area
PD-107	How to be Assertive	Half Day		Weds 14	£99.75 plus VAT	£115.00 plus VAT	Portsmouth Area
PD-108	Communicating Persuasively and Presenting Well	Full Day Workshop		Thurs 1	£189.50 plus VAT	£220.00 plus VAT	Portsmouth Area
PD-109	Using NLP Skills to Develop your Confidence	Full Day Workshop		Tues 27	£189.50 plus VAT	£220.00 plus VAT	Portsmouth Area
PD-110	Written Communications	Half Day		Tues 6	£99.75 plus VAT	£115.00 plus VAT	Portsmouth Area
PD-111	Minute-taking Course	Half Day	Weds 17		£99.75 plus VAT	£115.00 plus VAT	Portsmouth Area
PD-112	Speed-reading	Half Day		Weds 28	£99.75 plus VAT	£115.00 plus VAT	Portsmouth Area
PD-113	Telephone Skills	Half Day	Tues 23		£99.75 plus VAT	£115.00 plus VAT	Portsmouth Area
PD-114	Handling Complaints	Full Day		Tues 27	£189.50 plus VAT	£220.00 plus VAT	Portsmouth Area
PD-116	Dealing with Your Dyslexia at Work	Full Day		Weds 28	£189.50 plus VAT	£220.00 plus VAT	Portsmouth Area
Human Resources							
HR-102	Appraisals	Full Day		Weds 7	£189.50 plus VAT	£220.00 plus VAT	Portsmouth Area
HR-103	Employment Law	Full Day		Thurs 1	£189.50 plus VAT	£220.00 plus VAT	Portsmouth Area
HR-104	Working through Discipline Procedures	Full Day	Tues 9		£189.50 plus VAT	£220.00 plus VAT	Portsmouth Area
HR-105	Achieving Results-based Performance	Full Day		Tues 13	£189.50 plus VAT	£220.00 plus VAT	Portsmouth Area
HR-106	Recruitment and selection Interview Techniques	Full Day	Weds 10		£189.50 plus VAT	£220.00 plus VAT	Portsmouth Area
HR-107	Supporting Dyslexic Workers	Half Day		Weds 7	£99.75 plus VAT	£115.00 plus VAT	Portsmouth Area
HR-108	Induction Programmes for Graduates	Full Day	Weds 24		£189.50 plus VAT	£220.00 plus VAT	Portsmouth Area
HR-109	Managing Long-term Absence NEW!	Full Day		Tues 6	£189.50 plus VAT	£220.00 plus VAT	Portsmouth Area
Work & Well-being							
WB-101	Generating Energy and Well-being	Full Day	April 22	Thurs 22	£189.50 plus VAT	£220.00 plus VAT	TBC
WB-102	Anger Management	Full Day		Weds 28	£189.50 plus VAT	£220.00 plus VAT	Portsmouth Area
WB-103	Managing Stress	Full Day	Thurs 11		£189.50 plus VAT	£220.00 plus VAT	Portsmouth Area

For our full programme of open courses, visit our website or view [here](#)

Course Code	Course Title or description	Type of Course	March	April	Cost (Chamber members)	Cost (Non-Chamber members)	Location
WB-104	Understanding Mental Health Issues	Full Day		Thurs 22	£189.50 plus VAT	£220.00 plus VAT	Portsmouth Area
WB-105	Presenting Yourself Positively at Work	Full Day	Tues 30		£189.50 plus VAT	£220.00 plus VAT	Portsmouth Area
IT Training Courses							
IT-101	MS Visual Basic for Applications - introduction	Full Day		Tues 6	£189.50 plus VAT	£220.00 plus VAT	Portsmouth Area
IT-102	MS Visual Basic for Applications - advanced	Full Day		Weds 7	£189.50 plus VAT	£220.00 plus VAT	Portsmouth Area
IT-103	Microsoft Excel 2003 - introduction	Half Day	Tues 2		£99.75 plus VAT	£115.00 plus VAT	Portsmouth Area
IT-104	Microsoft Excel 2003 – intermediate/advanced	Full Day		Thurs 1	£189.50 plus VAT	£220.00 plus VAT	Portsmouth Area
IT-105	Microsoft Word 2003 – introduction	Full Day	Weds 10		£189.50 plus VAT	£220.00 plus VAT	Portsmouth Area
IT-106	Microsoft Word 2003 – intermediate/advanced	Full Day		Weds 14	£189.50 plus VAT	£220.00 plus VAT	Portsmouth Area
IT-107	Microsoft Project – basic competency	Full Day		Tues 27	£189.50 plus VAT	£220.00 plus VAT	Portsmouth Area
IT-108	Microsoft project – developing your skills	Full Day		Weds 28	£189.50 plus VAT	£220.00 plus VAT	Portsmouth Area
IT-109	Adobe InDesign	Full Day	April 27	Tues 27	£189.50 plus VAT	£220.00 plus VAT	Portsmouth Area
IT-110	Sage Accounting – using the software effectively	Full Day	Thurs 4		£189.50 plus VAT	£220.00 plus VAT	Portsmouth Area
IT-111	MS Access – beginner	Full Day		Thurs 22	£189.50 plus VAT	£220.00 plus VAT	Portsmouth Area
IT-112	MS Access – intermediate	Full Day	Thurs 11		£189.50 plus VAT	£220.00 plus VAT	Portsmouth Area
IT-113	MS Access – developer's course	Full Day	Weds 17		£189.50 plus VAT	£220.00 plus VAT	Portsmouth Area
Financial & Credit Management							
FM-101	Finance for Non-Financial Managers NEW!	Full Day Workshop		Weds 14	£189.50 plus VAT	£220.00 plus VAT	Portsmouth Area
CM-101	Introduction to Financial Statements	Full Day		Thurs 8	£189.50 plus VAT	£220.00 plus VAT	Portsmouth Area
CM-102	Managing and Collecting Overdue Accounts	Full Day	Tues 16		£189.50 plus VAT	£220.00 plus VAT	Portsmouth Area
CM-103	Collecting Debts by Telephone	Full Day		Tues 13	£189.50 plus VAT	£220.00 plus VAT	Portsmouth Area
Health & Safety & the Environment NEW!							
EN-101	Introduction to Environmental Issues NEW!	Full Day	Weds 17		£189.50 plus VAT	£220.00 plus VAT	Hampshire
EN-102	Calculating Your Carbon Footprint NEW!	Full Day Workshop		Tues 13	£189.50 plus VAT	£220.00 plus VAT	Hampshire
EN-103	Environmental Issues – Director's Briefing NEW!	Full Day	Weds 24		£189.50 plus VAT	£220.00 plus VAT	Hampshire
EN-104	Towards a Sustainable Business NEW!	Full Day		Thurs 22	£189.50 plus VAT	£220.00 plus VAT	Hampshire
HS-102	Manual Handling	Half-Day	Tues 23		£99.75 plus VAT	£115.00 plus VAT	Portsmouth Area
HS-103	First-aid Appointed person	Full Day	Weds 3		£189.50 plus VAT	£220.00 plus VAT	Portsmouth Area
HS-104	Health & Safety – meeting your statutory obligations	Full Day	Thurs 11		£189.50 plus VAT	£220.00 plus VAT	Portsmouth Area
HS-105	Fire Warden	Half-day		Weds 14	£99.75 plus VAT	£115.00 plus VAT	Portsmouth Area
Marketing and Sales							
MS-101	How to Retain Your Customers	Full Day Workshop	Thurs 18		£189.50 plus VAT	£220.00 plus VAT	Portsmouth Area
MS-102	Improving your Marketing Strategies	Full Day Workshop	Thurs 25		£189.50 plus VAT	£220.00 plus VAT	Portsmouth Area
MS-103	Customer Service - Skills	Half-Day		Tues 6	£99.75 plus VAT	£115.00 plus VAT	Portsmouth Area
MS-104	Customer Service - Sales	Half-Day		Tues 27	£99.75 plus VAT	£115.00 plus VAT	Portsmouth Area
MS-105	Customer Service – How to be Assertive	Half-Day	Weds 3		£99.75 plus VAT	£115.00 plus VAT	Portsmouth Area
MS-106	Customer Service – Handling Complaints	Half-Day	Tues 30		£99.75 plus VAT	£115.00 plus VAT	Portsmouth Area
MS-107	Telemarketing	Full Day Workshop	Weds 31		£189.50 plus VAT	£220.00 plus VAT	Portsmouth Area
MS-108	Consultative Selling Techniques	Full Day	Tues 23		£189.50 plus VAT	£220.00 plus VAT	Portsmouth Area
MS-109	Marketing for Education NEW!	Half Day			£99.75 plus VAT	£115.00 plus VAT	Portsmouth Area
Education							
ED-101	Team Leader Development NEW!	Full Day	Thurs 4		£189.50 plus VAT	£220.00 plus VAT	Portsmouth Area
ED-102	A Values-based Approach to Leadership NEW!	Two-Day Workshop	Tues 9/ Weds 10		£379.00 plus VAT	£440.00 plus VAT	Portsmouth Area
ED-103	Developing Skills in People Management NEW!	Full Day Workshop		Weds 28	£189.50 plus VAT	£220.00 plus VAT	Portsmouth Area
ED-104	Meaningful Leadership NEW!	Full Day		Thurs 22	£189.50 plus VAT	£220.00 plus VAT	Portsmouth Area
ED-105	Enabling Leadership NEW!	Full Day Workshop	Thurs 25		£189.50 plus VAT	£220.00 plus VAT	Portsmouth Area
ED-106	Education Finance - Overview NEW!	Short Course		Thurs 1	£75.00 plus VAT	£90.00 plus VAT	In-house
ED-107	Good Practice in Financial Management NEW!	Full Day Workshop	Tues 9		£189.50 plus VAT	£220.00 plus VAT	Portsmouth Area

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