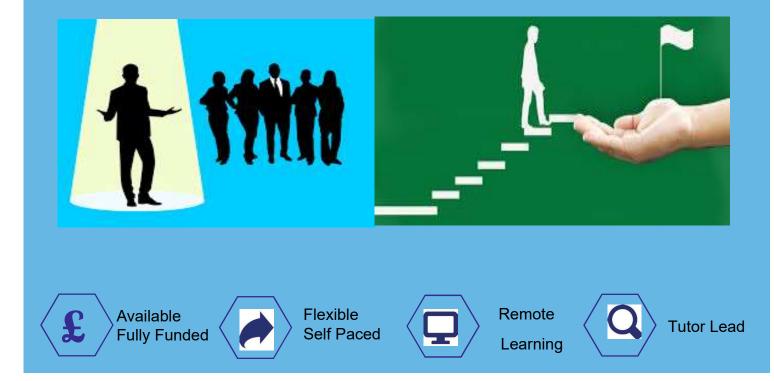


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Education & Skills Funding Agency

## Staff Personal Development



STAFF AND PERSONAL DEVELOPMENT

It is had been clearly demonstrated that the link between successful business and staff satisfaction is linked.

The investment a company provides for staff development includes:

- Better staff retention
- Talent acquisition is easier
- Staff motivation improves
- Harness the talent within is cost effective

Courses Include:

- Improve your Soft Skills,
- Conflict Management and Resolution,
- Team Leadership,
- Effective Team Building
- How to Influence People,
- Customer Service
- Introduction to Assertiveness
- Influencing people
- Deliver Confident Business Presentations
- Networking skills
- Understanding Business Finances
- How to build a Budget
- Understanding and implementing KPI's