



<p><i>Bespoke TRAYNA UK workshops – held in-company, or at a local venue of your Organisation’s choice.</i></p>	<ul style="list-style-type: none"> • May also be Offered as an ‘Open’ Style Workshop (Mixed delegates from different business sectors)
Career Coaching	
Change Management	
Coaching and mentoring People	
Customer Service Excellence	
Equal Opportunities & Diversity – your role	
Essential Employment Law – <i>made easy to understand!</i>	
Handling Difficult People and Situations	*
Leadership Development	*
Leading your Business forward and getting the best out of People - <i>our ‘Business Leaders Programme’ is ideally aimed at small-medium Business Owners/Directors and key Line Managers.</i>	*
Managing Absenteeism	
Managing Discipline & Grievance	
Negotiation Skills	
Performance Management – <i>effective appraisals & reviews</i>	*
Powerful Presentations and Written Communications	
Recruitment Skills – <i>How to Attract,</i>	*

TRAYNA UK RECOMMENDED WORKSHOPS – 2010

<i>Select and Retain the best people!</i>	
Sales Training	
Strategic Planning	
Team Building – <i>effective team working!</i>	
Team Roles – <i>what makes a really effective team?</i>	*
Telesales Training	
Time Management, Planning & Delegation Skills	*
Train the Trainer	
Work Relationships – <i>How to make a good work relationship even better and a difficult one good!</i>	*