



<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)
<p>Career Coaching</p>	
<p>Change Management</p>	
<p>Coaching and mentoring People</p>	
<p>Customer Service Excellence</p>	
<p>Equal Opportunities & Diversity – your role</p>	
<p>Essential Employment Law – <i>made easy to understand!</i></p>	
<p>Handling Difficult People and Situations</p>	<p>*</p>
<p>Leadership Development</p>	
<p>Leading your Business to Greater Success, through our ‘Gr8er Business Outcomes Programme’ - aimed at small-medium Business Owners/Directors.</p>	<p>*</p>
<p>Management 4 Day Programme – ‘How to get the Very Best Out of People’ - by Managing, Leading, Developing & Inspiring them</p>	<p>*</p>
<p>Managing Absenteeism</p>	
<p>Managing Discipline & Grievance</p>	
<p>Negotiation Skills</p>	
<p>Performance Management – <i>effective appraisals & reviews</i></p>	<p>*</p>

TRAYNA UK RECOMMENDED WORKSHOPS – 2009

Powerful Presentations and Written Communications	
Recruitment Skills – <i>How to Attract, 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>	*

TRAYNA UK RECOMMENDED WORKSHOPS – 2009