



The ILM is part of the City and Guilds Group incorporated originally in 1878.

ILM programmes are now well recognised as adding considerable value to training programmes with many companies now insisting that all training programmes carry the ILM endorsement.

West End Training is Accredited by the ILM and can issue, through the ILM, Certification for its programmes.

We can also tailor-make any programme for you from our wide range of Training Modules, and an example of 6 programmes that we have held in the past are detailed below:

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| 1) Management & Leadership Development Programme | Upto 16 days |
| 2) Development Programme for Managers and Supervisors | 4 Days |
| 3) Development Programme for Sales Management | 3 Days |
| 4) West End Training Quality Programme | 4 Days |
| 5) Leadership and Management Programme | 5 Days |
| 6) Project Management | 6 Days |

1) Management & Leadership Development Programme

Up to 16 Days

The Programme can be a fully integrated sequence of 8x2 day modules. To enable project work to be undertaken between each module, it is proposed that each 2 day session takes place on a monthly basis. This would therefore mean that the duration of the programme would be over a period of 8 months.

It is further suggested that a final presentation session to your Senior Management could then take place at the end of the programme, with the primary objective of giving the participants the opportunity to feedback what they have learnt from the programme, as well as for the Management to understand how these skills can be applied and built into the business process within your organisation.

All modules will be fully 'hands-on' with delegates undertaking practical exercises throughout. Role Plays, videoed where necessary, will form part of some of the training, and professional videos and games will be used appropriately to enhance understanding.

Modules Covered:

- Looking at One's inner-self.
- Presentation Skills.
- Total Quality Management.
- Project Management.
- Customer Service.
- Team Building.
- Assertiveness.
- Financial Business Management.
- Marketing.
- Selling.
- Communication Skills.
- Negotiation Skills.
- Supervisory Skills.
- Business Planning.
- Time Management.

2) Development Programme for Managers and Supervisors	4 Days
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Modules Covered:

- Time Management
- Managing Change
- Stress Management

How do you perceive people and how do they perceive you?

Total Quality Management

Giving and receiving Feed-Back, Team work and Negotiation

3) Development Programme for Sales Management	3 Days
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Selling & Negotiation

Presentation Skills

Networking

4) West End Training Quality Programme	4 Days
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Consultancy by way of survey

Customer Care, Total Quality Management, ISO 9000

Customer Care Surveys

Service Standard Manual

5) Leadership and Management Programme	5 Days
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Attributes of a Leader

Empowerment

Motivation

Choosing your team

Change

Definition & Planning:

- phases and processes
- project directing
- resourcing
- scoping
- project planning
- defining objectives

Methods & Techniques:

- configuration control
- measuring progress
- value analysis risk assessment
- issue tasks
- change management
- risk management

Project Leadership & Communications:

- project leadership
- milestone reviews
- post implementation reviews
- problem solving
- setting goals
- communication and effective team working
- tracking and controlling
- motivation
- structuring effective team meetings