

# Management & Leadership Development





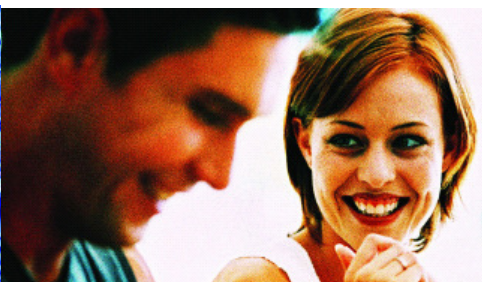
*'.....management development leads to superior organisational performance across companies of all sizes, sectors and national location'*

We believe that all training and development should be tailor-made for the client organisation and all client relationships start with us having an initial, no cost with no obligation meeting.

From that meeting, we build a suggested proposal, with options, before any modules are undertaken. At the end of each module, delegates will complete a Personal Action Plan, which can ultimately be used in a presentation to Senior Management on how the learning can be built into the business process to improve 'the bottom line'.

The delegates can also use the knowledge gained to improve other members of their team.

It's all very well talking about Management, but what about Leadership ?



## Why choose West End Training?

Since 1994 we have built an enviable reputation working across the UK and overseas, with client organisations of all sizes.

Our accreditations include the Institute of Leadership and Management (ILM), The Law Society of England & Wales and the Ministry of Labour –Kingdom of Bahrain.

West End Training's services include personal profiling, quality programmes, sales programmes, away days, placements overseas to name a few.

Indeed we refer to ourselves as 'True Developers'.





## Our Suggested Approach

Choosing from a range of different modules, we suggest the topics that can be included, which then build upon each other throughout the programme.

Delegates also undertake additional work between each module. The first module looks at One's inner-self, how delegates perceive people and how they are perceived.

Other modules that are typically included are:

Presentation Skills Total Quality Management (TQM)  
Project Management Customer Service  
Team-working Assertiveness  
Financial Business  
Management Marketing  
Selling Communication  
Negotiation Business Planning  
Time Management Delegation

We can also provide the delegates with one-to-one Coaching throughout the programme if required.

Full practical professional exercises and games are also used to aid with understanding and to give delegates the opportunity to put into practice the new knowledge gained.

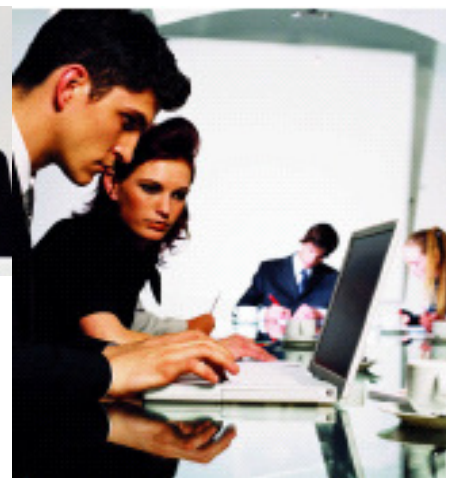




## our clients

Abbey National  
OCS  
Bahrain Airport Services  
Forte Group (Middle East)  
Sunderland University  
Standard Chartered Bank  
Honda Corporation  
ING Group  
Bank of Ireland  
Holiday Inns

DTI  
Aston University  
Met Office  
Riyadh Bank  
Copthorne Hotels  
Cardiff University  
Arjo Wiggins  
Tarmac  
Sage  
British Heart Foundation





West End Training®

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