

**Personal Development, Customer Care,
Finance & Project Management
Course Schedule**

2014



Practical Training for Professionals
www.ptp.co.uk





As well as running courses during 2014 in Personal Development, Customer Care and Finance & Planning, PTP is also running 100s of courses in Management and Sales. Very few dates are ever cancelled as we will run the course with as few as 2 delegates. We limit them to a maximum of 10 delegates ensuring that individual needs are always met. We are proud to say that over 40% of the FTSE100 as well 100s of organisations from the public sector and 100s of SMEs use our training services and we hope that we can support your training plans and help your organisation flourish in 2014.



Marc Holland PTP Managing Director

Personal Development	LONDON & SE	EAST MIDLANDS	WEST MIDLANDS	BRISTOL & SW	LEEDS & NE	MANCHESTER & NW	SCOTLAND
Appraisee Training	10-03 13-06 02-09 12-11	23-01 28-07	07-05 07-10	06-01 30-06	25-03 15-09	20-02 07-08	29-04 24-10
Assertiveness & Building Personal Confidence	16-01 06-03 08-05 10-06 14-07 04-09 08-10 07-11	08-01 18-02 15-04 23-05 10-07 10-09 15-10	22-01 12-03 15-05 27-06 08-09 02-10 13-11	05-02 17-03 21-05 07-07 22-09 15-10 27-11	09-01 26-02 23-04 11-06 16-07 17-09 21-10	30-01 19-03 21-05 03-07 08-10 19-11	18-02 25-03 14-05 14-08 24-09 06-11
Body Language - Secrets of Communicating Successfully	31-01 19-05 13-08 17-10	11-03 18-09	09-06 13-11	05-02 06-08	19-05 24-10	22-04 16-09	10-01 13-06
Creativity & Innovation (2 day course)	19-03 17-06 04-09 20-11	28-05 03-11	27-02 14-08	27-03 18-09	03-02 22-07	24-03 14-10	07-01 01-07
Creativity & Innovation (1 day course)	02-01 26-06 15-09	20-05 03-11	20-02 08-08	30-04 07-10	24-01 21-07	10-06 14-11	12-03 01-10
CV Writing and Interview Confidence Building	26-03 28-05 11-09 04-12	15-05 03-11	03-02 30-07	29-04 30-09	20-01 03-07	25-03 07-11	21-02 13-08
Developing Assertiveness in the Public Sector	12-02 11-07 27-11	07-02 08-07	23-04 28-10	06-03 23-07	25-03 07-08	29-01 24-06	11-04 17-09
Developing Your PA Potential to Ensure Success	14-03 12-06 08-09 18-11	31-01 29-07	13-05 16-10	15-01 09-07	27-03 19-09	03-03 18-08	16-05 05-11
How to Learn Anything Quicker	08-01 28-03 02-07 19-09	30-05 12-11	03-03 19-08	13-05 16-10	05-02 23-07	19-06 25-11	14-03 08-09
People Management Skills for Secretaries & PAs	25-03 23-06 10-09 02-12	14-05 24-10	31-01 30-07	29-04 29-09	16-01 02-07	24-02 06-11	18-02 15-08
Personal Development for Professionals	24-01 09-05 06-08 10-10	18-06 01-12	20-03 05-09	29-05 04-11	28-02 11-08	14-01 09-07	28-03 25-09
Personal Effectiveness	28-01 25-03 09-09 11-11 08-12	08-01 06-03 06-02 14-05 30-06 30-09 01-12	08-01 26-02 25-04 13-06 05-09 01-12	24-02 30-04 18-06 09-09 28-11	15-01 11-03 23-05 11-07 07-10	24-02 07-05 27-06 16-09 05-11	21-01 05-03 09-05 21-08 28-10
Personal Organisation Skills for Secretaries & PAs	05-03 02-09 07-11	29-04 30-09	17-01 11-07	25-03 10-09	23-06 03-12	15-05 20-10	03-02 09-07
Preparing Yourself for Interview	17-01 29-04 11-07 30-09	28-02 18-08	29-05 03-11	31-01 28-07	14-05 08-10	20-03 05-09	28-05 24-11
Professional Writing Skills	13-03 11-06 05-09 17-11	28-01 29-07	12-05 14-10	13-01 07-07	26-03 18-09	27-02 14-08	07-05 31-10
Self-Discipline and Emotional Control in the Workplace	14-01 11-03 23-05 15-07 15-10 09-12	31-01 10-06 02-09 25-11	26-02 14-05 25-09	03-02 18-06 18-09 02-12	04-02 09-06 10-09 25-11	08-01 19-05 09-07 01-10	30-01 16-05 04-11
Speed Reading & Information Management	19-02 19-05 20-08 24-10	07-01 01-07	24-04 18-09	11-06 17-11	13-03 23-09	27-01 12-11	27-03 08-10
The Effective Administrator	23-01 07-05 18-07 07-10	19-06 02-12	21-03 08-09	13-05 05-11	03-03 19-08	15-01 10-07	24-03 26-09
The Green Worker	17-03 13-06 02-09 19-11	03-02 30-07	15-05 20-10	17-01 11-07	27-03 22-09	05-03 20-08	13-05 07-11
Walk, Talk, Stance for Maximum Impact	07-02 13-05 14-08 22-10	18-03 03-09	16-06 20-11	26-02 13-08	27-05 24-10	22-04 23-09	17-01 20-06
Work-Life Balance	26-03 24-06 11-09 03-12	09-05 17-10	24-01 21-07	28-03 22-09	09-01 30-06	23-05 23-10	04-02 22-07
Write to the Top! - Professional Report Writing	02-01 26-02 08-05 24-06 08-09 05-11	13-01 13-03 23-05 07-07 21-11	06-02 24-04 12-06 18-09 04-12	06-02 29-04 18-06 30-09 08-12	09-01 06-03 12-05 01-07 07-11	28-01 24-04 10-09 27-11	30-01 04-03 06-05 13-08 21-11

Customer Care, Finance & Project Management Course Schedule 2014

Customer Care	LONDON & SE	EAST MIDLANDS	WEST MIDLANDS	BRISTOL & SW	LEEDS & NE	MANCHESTER & NW	SCOTLAND
Advanced Customer Service for the Public Sector	11-02 21-05 10-07 28-11	06-02 07-07	22-04 27-10	05-03 22-07	28-03 06-08	28-01 23-06	10-04 16-09
Advanced Customer Service for the Tourism, Leisure & Hospitality Industry	10-02 22-05 09-07 27-11	07-02 08-07	23-04 28-10	06-03 23-07	27-03 07-08	29-01 24-06	11-04 17-09
Call Centre - Achieving Best Practice	03-01 15-04 27-06 16-09	03-04 05-11	24-02 12-08	09-05 09-10	29-01 28-07	12-06 18-11	07-03 01-09
Customer Care	18-02 23-05 19-08 23-10	06-01 27-06	22-04 16-09	09-06 13-11	11-03 26-08	22-01 17-07	25-03 06-10
Customer Excellence for Finance Staff	06-03 11-06 04-09 10-11	22-04 22-09	10-01 03-07	17-03 02-09	13-06 19-11	09-05 10-10	31-01 02-07
Customer Satisfaction as a Selling Tool	10-03 13-06 02-09 12-11	22-01 29-07	06-05 06-10	03-01 27-06	24-03 15-09	19-02 06-08	02-05 23-10
Dealing with Difficult People	07-03 12-06 05-09 11-11	15-07 12-11	24-04 02-10	06-01 25-06	27-03 12-09	17-02 04-08	15-05 22-10
Dealing with Incoming Calls Positively	14-01 24-04 08-07 25-09	19-02 06-08	19-05 23-10	22-01 17-07	27-03 03-10	11-03 24-09	21-05 13-11
Enhancing the Visitors Experience	20-02 20-05 20-08 03-11	09-01 03-07	28-03 22-09	13-06 19-11	17-03 14-10	24-01 23-07	27-03 10-10
Excellent Customer Care - Incoming Calls	18-02 21-05 18-09 19-11	20-01 07-05 05-09 14-11	05-03 11-06 02-10 25-11	08-01 25-04 17-07 22-10	06-02 22-05 04-09 13-11	11-03 19-06 09-10 02-12	15-01 26-03 15-08 30-10
How to say 'No' and retain Customer Satisfaction	23-01 08-05 21-07 08-10	23-06 02-12	25-03 10-09	14-05 07-11	05-03 21-08	17-01 11-07	26-03 30-09
Introduction to Account Management	07-01 27-03 25-06 12-09	21-05 15-10	17-02 04-08	01-05 02-10	21-01 15-07 24-09	12-06 11-11	28-02 22-08
Outstanding Customer Service Skills	18-02 16-05 18-08 23-10	05-02 15-09	26-06 16-12	10-03 01-09	30-05 12-11	09-05 16-10	07-01 30-01 29-07
Through the Customers' Eyes	18-03 16-06 03-09 20-11	16-05 03-11	04-02 31-07	30-04 01-10	20-01 25-06	11-06 10-11	27-02 21-08

Finance & Project Management	LONDON & SE	EAST MIDLANDS	WEST MIDLANDS	BRISTOL & SW	LEEDS & NE	MANCHESTER & NW	SCOTLAND
Business Skills for Administrators	12-03 10-06 04-09 14-11	27-01 05-08	12-05 13-10	10-01 04-07	26-03 17-09	26-02 13-08	06-05 30-10
Credit Control	19-02 20-05 19-09 18-11	27-01 04-09 12-11	04-03 09-06 3-10 26-11	07-01 22-04 16-07 21-10	20-01 06-05 05-09 11-11	14-03 17-06 10-10 02-12	13-01 25-03 14-08 27-10
Finance for Marketing and Sales People	04-03 08-09 06-11	25-03 18-09	07-01 01-07	13-03 29-08	11-06 17-11	08-05 08-10	30-01 30-06
Finance for Non-Finance Managers	07-01 19-02 14-04 21-05 18-06 12-08 16-09 09-10 13-11 02-12	08-01 18-02 17-04 26-06 18-08 17-09 06-11	23-01 12-03 15-05 16-07 03-09 07-10 03-12	28-01 19-03 21-05 01-07 01-10 12-11 26-11	05-02 26-03 21-05 08-07 09-09 15-10 04-12	16-01 25-02 30-04 18-06 16-07 24-09 26-11	22-01 19-02 26-03 27-05 13-08 22-10 03-12
Interpreting Financial Statements	07-01 17-04 01-07 18-09	29-05 11-11	28-02 18-08	13-05 15-10	30-01 29-07	18-06 24-11	13-03 05-09
Introduction to Buying	11-03 09-06 03-09 13-11	27-01 22-07	08-05 08-10	07-01 01-07	24-03 16-09	21-02 08-08	30-04 27-10
Investor and Entrepreneur Skills	27-02 28-05 03-11	04-02 15-09	02-01 26-06	10-03 26-08	30-05 12-11	25-04 03-10	21-01 16-07
Managing Budgets	23-01 07-05 18-07 07-10	19-06 02-12	21-03 08-09	30-05 05-11	03-03 19-08	15-01 10-07	24-03 26-09
More Advanced Finance for Non-Finance Managers	10-01 15-04 04-07 23-09	18-02 05-08	23-05 22-10	21-01 16-07	02-05 13-10	10-03 26-08	23-05 12-11
Practical Project Management (2 day course)	05-02 11-06 15-09 27-11	19-02 18-06 22-09 03-12	21-01 19-05 04-09 10-11	27-01 09-09 17-11	08-01 04-05 23-10	27-02 26-06 02-10 08-12	23-01 01-05 21-07 03-11
Project Management	16-01 04-03 19-05 16-07 22-09 08-10	09-01 25-02 20-05 08-07 30-09	06-02 24-03 29-05 04-09 24-11	07-02 22-04 09-06 12-09 04-12	20-02 29-04 27-06 17-09 10-12	24-01 13-03 21-05 04-09 14-10	28-01 04-03 06-05 04-09 19-11
Successfully Setting and Achieving Business Objectives	31-01 14-05 12-08 17-10	25-03 10-09	23-06 02-12	05-03 20-08	06-02 06-11	29-04 30-09	24-01 27-06
Sustaining Effective Financial Control	24-03 20-06 09-09 26-11	08-05 15-10	23-01 21-07	25-03 18-09	07-01 27-06	22-04 21-10	07-02 25-07
Winning the Budget You Need	18-02 23-05 19-08 23-10	06-01 30-06	23-04 17-09	10-06 14-11	12-03 26-08	23-01 18-07	26-03 07-10

“PTP provided bespoke training that allowed our management team to really understand the concepts of Change Management and focus on areas that needed improving. PTP will definitely play a part in our training plans for the future.”

Daniel Rubie, Head of ICT North Yorkshire County Council

“We identified a requirement for specific Customer Care Training, but we struggled to find a course with the content tailored to meet our criteria. We contacted PTP and worked with them to develop an on-site course that addressed this and to date have held a number of courses. The courses have proved to be very successful and we are recognising the value of working with PTP to deliver this programme.”

Frank Wallace, Facilities Manager Airbus UK Ltd - Broughton

“We have used PTP on a number of occasions and each time we have been delighted by the results as evidenced back in the office. Our trainer managed to change some long held habits for the better!”

Jill Kennedy, Learning & Development Manager, Clyde & Co LLP

Venues

We run our courses in 7 main cities but also use other venues on a regular basis.

SOUTH EAST

Our main London venue is 1 Liverpool Street where the majority of the South East courses run. Additionally we use Basingstoke, Canary Wharf, Dartford, Fareham, Luton & Watford

EAST MIDLANDS

Our main venue is Leicester but we also use Nottingham and East Midlands Airport

WEST MIDLANDS

Our main venue is Solihull but we also use Birmingham City Centre

NORTH EAST

Our main venue is Leeds but we also run courses in Sheffield, Sunderland and Newcastle

NORTH WEST

In addition to Manchester we run courses in Warrington and Liverpool

SOUTH WEST

Our main venue is Bristol but we also run courses in Swindon, Exeter and Cardiff

SCOTLAND

We run the majority of courses in Edinburgh but Glasgow and Aberdeen also have many dates scheduled

To find out exactly where any of the course dates are running, please visit our website www.ptp.co.uk or call **0845 660 3860**



Additional PTP Venues

Bracknell
Brentford
Brentwood
Camberley
Cambridge
Canary Wharf
Chertsey
Chester
Crawley
Croydon
East Midlands Airport
Fleet
Gatwick
Guildford
Harrow
Heathrow
High Wycombe
Leatherhead
Maidenhead
Manchester Airport
Oxford
Potters Bar
Reading
Reigate
Rickmansworth
St Albans
Staines
Slough

For further details on any of the options please call 0845 660 3860 or visit www.ptp.co.uk