

COURSE SCHEDULE 2017

½, 1 & 2-day courses in London, Birmingham, Bristol, Edinburgh, Leeds, Manchester & Nottingham

Personal Development

Customer Care

Finance & Project Management

All courses available as in-house tailored programmes.

Call 01509 889632 for more details.



Practical Training for Professionals

www.ptp.co.uk





As well as running courses during 2017 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 2017.



Marc Holland PTP Managing Director

Personal Development	LONDON & SE	EAST MIDLANDS	WEST MIDLANDS	BRISTOL & SW	LEEDS & NE	MANCHESTER & NW	SCOTLAND
Appraisee Training	06-03 09-06 29-08 08-11	19-01 24-07	03-05 03-10	03-01 26-06	21-03 11-09	16-02 03-08	25-04 20-10
Assertiveness & Building Personal Confidence	05-01 01-02 02-03 21-03 11-05 06-06 06-07 04-09 20-09 11-10 09-11 23-11	26-01 15-03 19-05 31-08 04-10 05-12	22-02 10-05 29-06 18-09 03-11 12-12	14-02 04-05 23-06 13-09 02-11 07-12	14-02 11-04 07-06 06-09 17-10 05-12	12-01 08-03 17-05 10-07 28-09 15-11	18-01 13-03 17-05 10-08 04-10 23-11
Body Language - Secrets of Communicating Successfully	27-01 15-05 09-08 13-10	07-03 14-09	05-06 09-11	01-02 02-08	15-05 20-10	18-04 12-09	06-01 09-06
Creativity & Innovation (2 day course)	15-03 13-06 31-08 16-11	24-05 30-10	23-02 10-08	23-03 14-09	30-01 18-07	20-03 10-10	04-01 27-06
Creativity & Innovation (1 day course)	09-03 22-06 11-09 01-12	16-05 30-10	16-02 04-08	26-04 03-10	20-01 17-07	06-06 10-11	08-03 27-09
CV Writing and Interview Confidence Building	16-01 25-04 26-07 30-10	29-06 18-12	22-03 26-09	21-03 07-09	17-02 09-08	11-05 03-11	24-05 28-11
Developing Assertiveness Skills in the Public Sector	08-02 18-05 07-07 23-11	03-02 04-07	19-04 24-10	02-03 19-07	21-03 03-08	25-01 20-06	07-04 13-09
Developing Your PA Potential to Ensure Success	10-03 08-06 04-09 14-11	27-01 25-07	09-05 12-10	11-01 05-07	23-03 15-09	27-04 14-08	12-05 01-11
How to Learn Anything Quicker	04-01 23-03 28-06 15-09	26-05 08-11	27-02 15-08	09-05 12-10	04-02 22-07	15-06 21-11	10-03 04-09
Introduction to Building Personal Resilience	16-03 14-06 01-09 20-11	02-05 09-10	18-01 13-07	11-04 12-09	04-01 22-06	15-05 20-10	01-02 12-07
Master class in Brushing up your CV Writing and interview Skills - Half Day (am)	03-02 19-05 06-10 24-11	09-06 15-11	09-01 19-09	24-04 23-10	06-02- 18-09	23-05 11-12	14-03 16-10
Masterclass in Being more Assertive and Confident in the Workplace - Half Day (pm)	03-02 19-05 06-10 24-11	09-06 15-11	09-01 19-09	24-04 23-10	06-02 18-09	23-05 11-12	14-03 16-10
People Management Skills for Secretaries & PAs	21-03 19-06 06-09 28-11	10-05 20-10	27-01 26-07	25-04 25-09	12-01 28-06	20-02 02-11	14-02 11-08
Personal Development for Professionals	20-02 05-05 02-09 06-10	23-03 21-09	20-01 05-07	10-01 14-06	25-05 31-10	24-02 07-08	16-03 01-09
Personal Effectiveness	24-01 21-03 05-09 07-11 04-12	02-02 02-03 10-05 26-09 27-11	04-01 22-02 21-04 09-06 27-11	20-02 26-04 26-06 05-09 24-11	11-01 07-03 19-05 07-07 03-10	20-02 03-05 23-06 12-09 01-11	17-01 08-03 05-05 17-08 24-10
Personal Organisation Skills for Secretaries & PAs	01-03 29-08 03-11	25-04 26-09	13-01 07-07	21-03 06-09	19-06 29-11	11-05 16-10	30-01 05-07
Preparing Yourself for Interview	13-01 25-04 07-07 26-09	24-02 14-08	25-05 30-10	27-01 24-07	10-05 04-10	16-03 01-09	24-05 20-11
Professional Writing Skills	09-03 07-06 01-09 13-11	24-01 25-07	08-05 10-10	09-01 03-07	22-03 14-09	23-02 02-10	03-05 27-10
Public Speaking	17-03 15-06 04-09 21-11	03-05 10-10	18-01 14-07	20-03 13-09	03-01 23-06	03-05 16-10	02-02 20-07
Reception to Perfection	13-03 09-06 29-08 15-11	30-01 26-07	11-05 16-10	13-01 07-07	23-03 18-09	01-03 16-08	09-05 03-11
Self-Discipline and Emotional Control in the Workplace	10-01 31-01 10-05 05-06 11-07 21-09 21-11 28-11	30-01 19-05 14-09 21-11	07-03 05-07 31-10 05-12	22-02 14-06 11-10 05-12	07-02 06-06 27-09 28-11	19-01 12-05 29-08 21-11	26-01 15-05 06-09 21-11
Speed Reading & Information Management	03-01 23-03 16-08 20-10	13-04 27-06	09-03 04-10	15-02 19-09	23-01 14-09	15-05 08-11	19-06 13-11
The Effective Administrator	19-01 17-03 06-07 22-09	15-06 28-11	28-02 04-09	27-02 15-08	20-01 14-07	20-03 03-10	27-04 01-11

Personal Development, Customer Care Course Schedule 2017

Personal Development	LONDON & SE	EAST MIDLANDS	WEST MIDLANDS	BRISTOL & SW	LEEDS & NE	MANCHESTER & NW	SCOTLAND
The Green Worker	13-03 09-06 29-08 15-11	30-01 26-07	11-05 16-10	13-01 07-07	23-03 18-09	01-03 16-08	09-05 03-11
Walk, Talk, Stance for Maximum Impact	03-02 09-05 10-08 18-10	14-03 30-08	12-06 16-11	22-02 09-08	23-05 20-10	18-04 19-09	13-01 16-06
Working Productively - Half Day (am)	09-02 24-05 12-10 01-12	15-06 17-11	11-01 22-09	28-04 31-10	09-02 22-09	26-05 11-12	17-03 18-10
Working with Emotional Intelligence	16-03 14-06 01-09 20-11	02-05 09-10	18-01 13-07	11-04 12-09	04-01 22-06	15-05 20-10	01-02 12-07
Work-Life Balance	22-03 20-06 07-09 29-11	05-05 13-10	20-01 17-07	23-03 18-09	05-01 26-06	19-05 19-10	31-01 18-07
Write to the Top! - Professional Report Writing	03-01 26-01 02-03 25-04 19-05 27-06 06-09 03-11	24-01 20-04 20-06 01-11	28-02 08-05 04-09 23-11	02-02 04-05 09-08 17-11	02-02 02-05 03-07 17-11	05-01 09-03 08-06 14-09	09-01 20-04 14-06 26-09

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

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

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

SOUTH EAST

Our main London venue is Gracechurch Street in the heart of the city of London where the majority of the South East courses run. Additionally we use Basingstoke, Milton Keynes, Fareham, Luton, Watford and several others

EAST MIDLANDS

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

WEST MIDLANDS

Our main venue is 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**

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