

ILM CERTIFIED PROGRAMMES 2009/2010 BY SHINE PEOPLE AND PLACES LTD

Coach Mentoring Skills for Businesses

- 1 Setting objectives & seeing them through
- 2 Feedback skills and techniques
- 3 Effective listening & questioning techniques
- 4 The manager as coach
- 5 Coach/Mentoring skills
- 6 How to grow a 'learning' organisation
- 7 How to set up a mentoring programme that works
- 8 Understanding the 4 Q's (emotional, physical, spiritual and intellectual)
- 9 Introduction to mentoring in the workplace
- 10 Understanding and using coach/mentoring models
- 11 Understanding cross-cultural issues and diversity in mentoring
- 12 Mentoring and Organisations: When, How and Which type of Mentoring
- 13 Identifying and inducting potential mentees

Leading and Managing in the Workplace

- 1 Solving problems and making decisions
- 2 Managing your time
- 3 Appropriate assertiveness in the workplace
- 4 The manager as coach-mentor
- 5 Presentation skills
- 6 How to resolve conflicts at work
- 7 Managing stress and pressure in the workplace
- 8 Delegating and organising workload
- 9 Communicating effectively
- 10 Managing and developing others
- 11 Impacting and influencing skills
- 12 Creativity & innovation in the workplace
- 13 Introduction to leadership & management
- 14 Motivating the team for better performance
- 15 Dealing with change in the workplace
- 16 Personal effectiveness for managers
- 17 Using networking skills to succeed in business
- 18 Developing confidence & credibility
- 19 Building productive working relationships
- 20 Managing across cultures issues
- 21 How to gain and maintain work-life balance
- 22 How to be an inspiring team leader
- 23 Assessing and building your leadership skills
- 24 The leaders as coach-mentor

Women and Leadership

- 1 Introduction to leadership & management
- 2 Leadership skills for women
- 3 Personal power and assertiveness for women leaders
- 4 Developing the confidence and credibility as a female leader
- 5 How to grow a personal branding

How to set up and manage a successful business

- 1 Assessing own suitability for enterprise
- 2 Assessing viability of business idea
- 3 Researching the market
- 4 Developing customer service skills
- 5 Marketing your ideas and products
- 6 Writing a business plan
- 7 Writing a budget
- 8 Understanding financial records
- 8 Understanding and complying with legal requirements
- 10 Recruiting and managing staff
- 11 Solving problems and decision making
- 12 Managing stress and pressure
- 13 Coaching and developing staff
- 14 Identifying and selecting available resources and support for the business
- 15 Creativity & innovation in the workplace

