

# BUSINESS COURSES DECEMBER 2020



**Funded training available to employers in Cornwall, Devon and Somerset.**

## **Adapting to Change**

**1 - 3 DECEMBER, 2020 | 9.00 AM - 11.30 PM** (third day 2 hours only)

The life of a business owner/manager is full of challenges, and the biggest challenge is to address and adapt to rapid changes. The course will enable you to pro-actively deal with and lead your team through change. Identify how the needs of your customers may have changed and what you can do to meet these needs; whether it is a change in your systems, processes or marketing. Understand how change may have an impact on your staff; from developing new skills, performing in new roles or working with new team members.

## **Effective Problem Solving**

**3 - 4 DECEMBER, 2020 | 9.00 AM - 12.30 PM**

People tend to do three things when faced with a problem: they get afraid or uncomfortable and wish it would go away; they feel that they have to come up with an answer and it has to be the right answer; and they look for someone to blame. Being faced with a problem becomes a problem. This bespoke course delves into how everyone can understand the process of solving workplace issues and building resilience and confidence in their own abilities.

## **HR Appraisals and Managing Individual Performance**

**3 - 4 DECEMBER, 2020 | 1.30 PM - 5.00 PM**

Explore the best practice components for constructive appraisals for employees, to help individuals develop and thrive in the team. Develop the skills to manage your team's performance including; setting goals and targets, recognising the links between effective performance management and employee development.

## **Marketing Your Business**

**7 - 9 DECEMBER, 2020 | 9.00 AM - 11.30 PM** (third day 2 hours only)

Discover new ways to market your business. During this course, CMN will give you the tools to improve your marketing strategy and grow your business by understanding your customers, generating content and setting goals for the future. Understanding your marketing strategy will help you to achieve relevant, engaging content and raise the profile of your business.

## **People Management**

**7 - 8 DECEMBER, 2020 | 1.30 PM - 5.00 PM**

One day a person is 'one of the team' and the next day they can be a supervisor of the team. To perform this role effectively and get results through other people, requires a new range of supervisor skills. This course helps participants to make the transition from team member to an efficient and respected supervisor.

## **Excel Basic**

**8 - 9 DECEMBER, 2020 | 1.30 PM - 5.00 PM**

More information to follow.

## **Handling Conflict in the Workplace**

**9 - 10 DECEMBER, 2020 | 1.30 PM - 5.00 PM**

The Confederation of British Industry estimates that the cost of workplace conflict is around £33 Billion each year. It also estimates that up to 20% of leaders' time is spent dealing with conflict. This workshop will enable you to understand; types of conflict which may occur, why it is challenging to resolve, tried and tested models to effectively resolve conflict, learn techniques which can be applied immediately.

## **Time Management**

**10 - 11 DECEMBER, 2020 | 9.00 AM - 12.30 PM**

Identify ways to become more efficient by managing your time more effectively and differentiating between the demands on your time and setting priorities.

## **Making the Sale: No Fear!**

**10 - 11 DECEMBER, 2020 | 9.00 AM - 12.30 PM**

This session will work through basic foundations and steps to ensure that you can close a sale. It isn't about cold calling or old school techniques, it is about ensuring you have the information and research to back up your product and service so you can be confident when speaking to a prospective buyer. Be effective across all sales and media channels you utilise with "No Fear"!

## **Assertive Management**

**15 - 16 DECEMBER, 2020 | 9.00 AM - 12.30 PM**

This introductory course builds confidence for anyone working with people. This course looks at reducing and dealing with stress, dealing with conflict, saying no with confidence, managing time and instilling a sense of confidence in your own ability. Learners will look at how different personality types can hone their skills and those of their colleagues in order to promote respect and cohesive working practice within the workplace.



**BOOK YOUR COURSE [CORNWALLMARINE.NET/EVENTS-LIST](https://cornwallmarine.net/events-list)**

Cornwall Marine Network is a private not-for-profit company, limited by guarantee and owned by more than 300 local businesses in Cornwall and the Isles of Scilly.

The CMN team provide expert specialist support which helps companies and people to grow, by improving marketing, skills, bringing innovation to market and improving productivity in the workplace.

Contact us today to see how we can support you:



01326 211382



[training@cornwallmarine.net](mailto:training@cornwallmarine.net)



[www.cornwallmarine.net](https://www.cornwallmarine.net)



Part of the Cornwall Marine Network Group

Skills Support for the Workforce (SSW) is a programme developed to upskill employees within small and medium-sized enterprises (SMEs) in Devon and Somerset. We provide recognised accredited qualifications and bespoke training courses to enhance your employees' skills, increase the competitiveness of your business and boost the local economy.

Cornwall Marine Network is part of Serco's network of expert organisations chosen to deliver the SSW programme in your area. Because SSW is co-financed by the European Social Fund (ESF) and the Education and Skills Funding Agency (ESFA), we can support your workforce at no extra cost to your business.

Delegates will need to meet eligibility requirements, complete funding paperwork and take a short English and maths assessment to qualify. A minimum of 6 delegates are required for a course to run. CMN reserves the right to change courses, dates and locations.

