

All prices are excluding VAT

## Computers and Software

Excel 2000	£49.99
Excel 2003	£49.99
Excel XP	£49.99
ECDL Module 4 – Spreadsheets	£29.99
Access 2000	£39.99
Access 2003	£39.99
Access XP	£39.99
ECDL Module 5 – Databases	£29.99
Project 2000	£49.99
FrontPage 2000	£39.99
Word 2000	£39.99
Word 2003	£39.99
Word XP	£39.99
ECDL Module 3 – Word Processing	£29.99
PowerPoint 2000	£39.99
PowerPoint 2003	£39.99
PowerPoint XP	£39.99
ECDL Module 6 – Presentations	£29.99
Outlook 2000	£39.99
Outlook 2003	£39.99
Outlook XP	£39.99
ECDL Skills Suite (All seven modules)	£150.00
ECDL Module 1 – Concepts of Information Technology (IT)	£29.99
ECDL Module 2 – Using Your Computer	£29.99
ECDL Module 3 – Word Processing	£29.99
ECDL Module 4 – Spreadsheets	£29.99
ECDL Module 5 – Databases	£29.99
ECDL Module 6 – Presentations	£29.99
ECDL Module 7 – Electronic Communication	£29.99
Keyboard A-Z (KAZ)	£17.50
IT Applications	£29.99

## Health and Safety

Introduction to Health and Safety at Work	£29.99
Health and Safety – Law and Practice	£34.99
Introduction to Managing Health and Safety	£29.99
Manual Handling	£19.99
Fire Safety	£19.99
Preventing Accidents	£19.99
Environmental Awareness	£19.99
Dangerous Substances	£19.99
Managing and Handling Stress at Work	£29.99
Avoiding Slips, Trips and Falls	£19.99
Electrical Safety	£19.99
CPR Essentials	£19.99
Computer Safety	£19.99

## Sales and Marketing

Marketing	£49.99
e-Marketing	£24.99
Marketing – Unleashing the Potential of Your Business	£59.99
Steps to Success: Professional Sales Skills	£69.99
The Apprentice – Selling, Pitching and Presenting	£49.99
Call to Order: Converting Telephone Enquiries into Sales <b>NEW</b>	£34.99
Sell It to Me: Essential Skills for All Salespeople <b>NEW</b>	£34.99

## Financial Management

Financial Environment	£39.99
The Balance Sheet Barrier: The Basics of Business Finance <b>NEW</b>	£34.99
Working to a Budget	£39.99
Staying Afloat – A Guide to Cash Flow	£24.99
Cash Accounting for the Small Rural Business	£69.99
Cost-Benefit Analysis	£49.99

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## Leadership and Management

Harvard ManageMentor <b>NEW</b>	£119.99	The Dreaded Appraisal: Both Sides of the Appraisal Interview <b>NEW</b>	£34.99
Leadership	£49.99	On-going Appraisal	£34.99
The Apprentice – Leadership and Management	£49.99	Performance Matters: The Importance of Praise <b>NEW</b>	£34.99
Time Management	£49.99	Performance Matters: The Need for Constructive Criticism <b>NEW</b>	£34.99
Project Management: Leading a Project Team <b>NEW</b>	£34.99	I'd Like a Word With You: The Discipline Interview <b>NEW</b>	£34.99
Planning Work	£49.99	Can You Spare a Moment: Counselling Skills for Managers <b>NEW</b>	£34.99
Performance Indicators	£49.99	Giving and Receiving Feedback	£49.99
The Unorganised Manager: Organising Yourself <b>NEW</b>	£34.99	Writing Job Descriptions and Person Specifications	£34.99
The Unorganised Manager: Organising Others <b>NEW</b>	£34.99	Attracting Candidates and Producing Job Adverts	£34.99
Delegation	£34.99	Shortlisting Candidates and Interview Techniques	£34.99
Training	£49.99	It's Your Choice: Selection Skills <b>NEW</b>	£34.99
Absence Management	£29.99	Candidate References and Selection	£34.99
Coaching	£49.99	Managing and Handling Stress at Work	£29.99
The Helping Hand: Coaching Skills for Managers <b>NEW</b>	£34.99	Minimising Stress	£49.99
You'll Soon Get the Hang of It: The Techniques of One-to-One Training <b>NEW</b>	£34.99	Manage Own Stress	£49.99
The Best of Motives: Informing and Involving <b>NEW</b>	£34.99	Effectiveness and Efficiency	£29.99
Motivation	£49.99	Introduction to Meetings and Meeting Types	£34.99
Team Spirit? How to Be an Effective Team Member <b>NEW</b>	£34.99	Meetings, Bloody Meetings: Making Meetings More Productive <b>NEW</b>	£34.99
Building the Team	£49.99	More Bloody Meetings: The People Side of Meetings <b>NEW</b>	£34.99
Resolving Conflict	£49.99	Meeting Planning and Preparation	£34.99
Problem Solving Skills	£59.99	The Paper Chase: Cutting Back on Paperwork <b>NEW</b>	£34.99
Overview of Appraisals and Performance Management	£34.99	Dealing with Time-Wasting Situations	£34.99
Preparing for the Appraisal Discussion	£34.99	Identifying Self Development Needs	£49.99
The Appraisal Discussion	£34.99	Supporting Individuals	£49.99

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## Customer Service

Steps to Success: Professional Customer Service	£69.99
Demanding Customers: Customer Care Made PERFECT <b>NEW</b>	£34.99
Telephone Behaviour: The Rules of Effective Communication <b>NEW</b>	£34.99
On the Receiving End: Making Call Centres More Effective <b>NEW</b>	£34.99
If Looks Could Kill: The Power of Behaviour <b>NEW</b>	£34.99
Who Sold You This, Then? Effective After-Sales Service <b>NEW</b>	£34.99
Complaints and Quality Management: Quality through Customer Service <b>NEW</b>	£34.99
No Complaints? Complaints and the Customer <b>NEW</b>	£34.99
An Inside Job: Meeting Internal Customer Needs <b>NEW</b>	£34.99
Understanding Customers	£49.99

## Food Hygiene

Basic Food Hygiene*	£29.99
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## e-Commerce

Building Blocks for e-Business	£29.99
Legalities of e-Commerce	£24.99
e-Marketing	£24.99

## Starting Your Business

Make or Break 1: Starting Your Business	£29.99
Building Blocks for e-Business	£29.99
Legalities of e-Commerce	£24.99

## Growing and Developing Your Business

Make or Break 2: Growing Your Business	£29.99
Winning The Contract	£49.99

## The Apprentice

The Apprentice – Negotiating to Win	£49.99
The Apprentice – Leadership and Management	£49.99
The Apprentice – Selling, Pitching and Presenting	£49.99

## Communication Skills

Written Communications	£49.99
Communication Process	£49.99
Straight Talking: The Art of Assertiveness <b>NEW</b>	£34.99
The Apprentice – Negotiating to Win	£49.99
Negotiating: Tying the Knot <b>NEW</b>	£34.99
Introduction to Negotiation	£34.99
Report Writing: The Art of Writing a Good Report <b>NEW</b>	£34.99
Producing Project Reports	£49.99
I Wasn't Prepared for That: Overcoming the Fear of Making Presentations <b>NEW</b>	£34.99
Presentations 1: Preparing for The Presentation	£34.99
Presentations 2: The Presentation	£34.99
The Persuasion Process	£34.99
Briefing Skills	£49.99
The Grapevine: Communicating in a World of Change <b>NEW</b>	£34.99
Questioning Skills	£34.99
An Introduction to Listening	£34.99

\* The Basic Food Hygiene course will provide you with the knowledge you need to take one of the following Royal Institute of Public Health qualifications – Foundation Certificate in Food Hygiene or Level 2 Award in Food Safety in Catering. The exam can be taken at an RIPH approved centre. The RRP is £29.99. Prices may vary.

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## **Employment Law**

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Employment Law	£39.99
Age Awareness	£22.49
Flexible Working	£29.99
Disability Legislation	£29.99
Race Legislation	£29.99
Gender Legislation	£29.99
Religious and Age Legislation	£29.99
Ex-Offenders Legislation	£29.99

## **Protecting Your Business**

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Security	£29.99
Freedom of Information Act	£29.99

## **Managing Information**

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Analysing Information	£49.99
Using Information for Decisions	£59.99
Maintaining Information Systems	£29.99

## **Change Management**

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Planning Change	£49.99
Implementing Change	£49.99