

# Gradstart Glamorgan

## Summer Courses August 2010

5 day and 3 day intensive courses to boost your employability

**Are you a graduate who is resident in Wales but is currently unemployed? If yes, the Gradstart Employability Skills Programme is available to you.**

Three intensive courses have been designed that will provide you with the extra skills and knowledge to boost your employability. Employability is about more than gaining your first job; these courses are designed to address the need for a positive attitude and self-image – not just as a graduate but throughout life.

Via HEFCW's Learning Voucher Scheme, we are able to provide **a significant proportion of funding** to support your learning on this Summer 2010 programme – the courses are on offer to you at a fantastic, affordable cost. Demand will be high – as a result, **funding will be limited to the first 30 applications.**

# Institute of Leadership and Management

## Level 3 Award in First Line Management (5 days)



5 day accredited bespoke programme designed to meet the needs of Graduates

**Monday 2nd – Friday 6th August 2010** • Course Cost: £850 • Cost to you: **£40.00**

ILM is the UK's leading professional body for Leadership & Management qualifications. Industry recognised across all sectors, this programme will provide you with an accredited qualification that would be an invaluable asset to your CV.

This special 5 day programme will cover:

**Solving problems and Making decisions** – you will develop practical skills to describe a problem, its nature, scope and impact. You will develop the aptitude to gather and interpret information, the practical techniques as to how to solve the problem and the planning and implementation of effective decisions.

**Achieving objectives through Time Management** – you will develop practical skills as to using work time effectively and the methods to prioritise and achieve objectives.

**Giving briefings and presentations in the workplace** – improve your planning, structure and delivery of a briefing or presentation using appropriate information, language and body language. This module helps boost your confidence and the ability to be able to cope in group situations.

**Understanding the communication process in the workplace** – This module helps you realise the importance of communication, how to overcome barriers and strengthen active listening skills. It also helps ensure effective communication in the workplace through a variety of methods.

Please note: You will be required to successfully complete 3 assignments of 1000 – 1500 words on the above topics to gain the ILM Level 3 Award in First Line Management.

## Sales, Negotiation and Customer Service (3 days)

**Tuesday 17th – Thursday 19th August 2010** • Course Cost: £600 • Cost to you: **£25.00**

Many graduates when they leave University move into jobs in this area; many without insight into the skills it demands. This 3-day course has been specifically designed to develop your vocational and commercial skills. Combining learning and practice, the course will be interactive and will have a focus on learning, practice, challenge and fun. Delegates will work in groups and teams developing skills in this area alongside learning.

The course will develop the following:

- Understanding of the sales process
- Practice of selling and presentation
- Learning and practice of questioning and objection handling
- Learning how to close a sale and the obtaining of repeat business through follow up and 'after sales'
- Understanding of the purpose and benefits of negotiation

- The practice of 'preparing to negotiate' and common negotiation models
- Understanding of the 'do's and don'ts' of negotiating – you will practice negotiation tactics / strategies
- Awareness of the importance of the customer and the importance of the service provided
- Understanding of the impact of attitude in the customer service environment
- Building your own customer service values and principles
- Practice dealing positively with complaints and turning them into successful opportunities

The course will also involve use of a psychological profiling tool to develop self awareness and further understanding of your individual preferences.

## Project Management (2 day) & Microsoft Project (1 day)

**Tuesday 24th – Thursday 26th August 2010** • Course Cost: £600 • Cost to you: **£25.00**

This 3-day non-accredited project management course provides the knowledge and skills to run or participate in projects. By actively participating in this course, you will:

- Receive an introduction to the principles of project management, based upon the PRINCE2 methodology as best practice.
- Be able to understand the elements essential for managing projects effectively.
- Gain insight and awareness of the differing roles and responsibilities within project teams.

- Develop understanding of the essential stages in a project's lifecycle.
- Be able to explain the principles and techniques used when planning, organising and controlling projects.

Day 3 (Microsoft Project) will provide you with a full day's, practical application training on Microsoft Project, the project management tool that is most regularly used across the workplace. You will relate the previous 2 days project management training into real life application, invaluable for transfer to employment.

To secure your place on any or all of the courses, phone Carol Hopkins on **01443 482 482** or **chopkins@glam.ac.uk** as quickly as you can – we would not want you to miss out. To successfully obtain the funding you will simply have to demonstrate that you are a graduate resident in Wales, an EU Citizen who is currently without employment.

For any of our courses, should you live a distance away, accommodation has been sourced for you on Campus at a special rate of **£15 per night room only**. Let us know at the time of booking if you require this and we'll book it for you. **Please note that you will be personally responsible for payment for the accommodation on arrival.**