

# **HRD CONSULTANCY SERVICES & CO TRAINING PROGRAMMES FOR 2012**

## **RETAIL SALES ASSISTANT - NEW !!!**

*Making every sale a pleasurable experience*

**(3 sessions – 2 hours each) Starting SOON**  
(5.30pm – 7.30pm)

This course is for those persons who work in retail shops. This course can be an introduction for beginners or a refresher for experienced sales assistants. It includes both theoretical and practical perspectives.

### **Course Contents:**

- Types of customers
- Greeting customers and first impressions
- Manners and appearance; honesty and punctuality
- Communication
- Commitment and reliability
- Handling complaints
- Excelling in service

**€ 75**

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## **RECEPTIONIST COURSE - NEW !!!**

**(4 sessions – 2 hours each) Starting SOON**  
(5.30pm – 7.30pm)

This course is for those persons who aspire to work as a receptionist in an office or a receptionist who aspires to excel in her receptionist duties. The course includes both theoretical and practical perspectives.

### **Course Contents:**

- Greeting clients and first impressions
- Telephone skills
- Communication skills
- Organisation skills and filing
- Basic accounts

**€ 100**

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## **INTRODUCTION TO INVESTING - NEW !!!**

**(3 sessions – 2 hours each)**

**Starting SOON (Every Monday)**

(5.30pm – 7.30pm)

**HRD CONSULTANCY SERVICES & CO – 25, SUMMER STREET, MOSTA**

**Tel: 21 434136, Mob 9949 3667**

**e-mail: [hrd@global.net.mt](mailto:hrd@global.net.mt)**

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# ***HRD CONSULTANCY SERVICES & CO*** ***TRAINING PROGRAMMES FOR 2012***

This course is for those persons who wish to invest safely and wisely. This course is a simple step-by-step guide for beginners.

## **Course Contents:**

- Why do people invest?
- Where to invest?
- Risk and pitfalls to avoid
- Bank, Property, Shares, Bonds and Investment Funds
- Interest, dividends, yields, returns etc..
- Expert advice
- Real life situations

**€ 80**

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## **MANAGING PERSONAL FINANCES - NEW !!!**

**(2 sessions – 2 hours each)**

**Starting SOON (Every Monday)**

(5.30pm – 7.30pm)

This course is for those persons who wish to get a new insight into how to manage one's own finances properly. This course is a simple step-by-step guide for beginners.

## **Course Contents:**

- Signs of overspending
- Causes of overspending
- Purpose and Benefits of budgeting
- Practical tips and advice for savings
- Worked example of a real life situation

**€ 35**

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## **LEADERSHIP SKILLS FOR MANAGERS**

**(12 sessions – 2 hours each)**

**Starting SOON (Every Friday)**

(5.30pm – 7.30pm)

This course is for those persons who have recently been appointed to a supervisory or middle management position or for those persons who wish to improve their leadership skills.

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# ***HRD CONSULTANCY SERVICES & CO TRAINING PROGRAMMES FOR 2012***

## **Course Contents:**

- Leadership styles
- Communication skills
- Time Management
- Listening Skills for Managers
- Managing Meetings
- Decision Making
- Conflict Resolution
- Negotiating Skills
- Delegation and Empowerment

**€ 300**

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## **ACCOUNTS FOR THE NON-ACCOUNTANT**

**(6 sessions – 2 hours each)**

**Starting SOON (Every Tuesday)**

(5.30pm – 7.30pm)

The aim of this course is for non-Accountants particularly people dealing with accounts during meetings, at work and those who wish to have a layman's understanding of accounting jargon.

## **Course Contents:**

- What are accounts meant to show?
- Balance sheet and Profit and loss
- Basic Accounting principles
- Basic ratios, mark-ups, margins
- Investments, shares, stocks, bonds, interests, yields etc..
- Discussion of real life accounts

**€ 130**

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## **TIME MANAGEMENT**

**(2 sessions – 2 hours each)**

**Starting SOON (Every Monday)**

(5.30pm - 7.30pm)

The aim of this course is for managers and executives particularly those who never seem to have 'enough time' to do a day's work!

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- Basic principles of time management
- Practical tips how to do more in less time!!
- Discussion of real life situations
- Group interaction

**€ 45**

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## **MANAGEMENT OF NON-PROFIT MAKING ORGANISATIONS**

**(5 sessions – 2 hours each)**

**Starting SOON (Every Wednesday)**

(5.30pm - 7.30pm)

An all encompassing course for those actively involved in leadership positions at Non Profit Making Organisations. This course deals with the day to day management of non-profit making organisations particularly covering:

### **Course Contents:**

- Leadership skills
- The Statute
- Procedures at AGM's and EGM's and minute taking
- Fund raising ideas and systems
- Duties of Secretary and Treasurer
- Basic accounting for NGO's
- Marketing and Public Relations

**€ 95**

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## **SECRETARIAL COURSE**

**(12 sessions – 2 hours each)**

**Starting SOON (Every Thursday)**

(5.30 pm – 7.30pm)

This is a comprehensive course intended for all those who are seeking employment as a secretary as it demonstrates ways to be successful in a secretarial job. It is also suitable for a secretary who wishes to move up in the career ladder and improve her skills.

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# ***HRD CONSULTANCY SERVICES & CO TRAINING PROGRAMMES FOR 2012***

## **Module A - € 70**

- Organisational skills and filing
- Telephone Skills
- Communications skills

## **Module B – € 70**

- Minute Taking
- Business Letter Writing
- Time Management

## **Module C – € 70**

- Handling Conflict and Stress
- Basic Accounting Concepts
- Other Secretarial Duties

## **Module D – PRACTICAL SESSIONS – € 120**

- WORD
- EXCEL
- POWERPOINT

**Prices for more than one module are as follows:**

<b>Module</b>	<b>Fee</b>
<b>A &amp; B</b>	<b>€ 130</b>
<b>A, B &amp; C</b>	<b>€ 200</b>
<b>All 4 modules</b>	<b>€ 300</b>

## **GENERAL FOR ALL COURSES**

**Prices quoted above are for a class with a minimum of 3 students. One to one classes are available but with a 100% fee excess. A class of two students carry a 50% fee excess.**

**A certificate of attendance will be awarded to each active participant at the termination of each course/module.**

**Experienced and qualified trainers.**

**Detailed handouts will be provided for each session.**

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**Maximum number of students per class: 7**

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