

HRD CONSULTANCY SERVICES & CO
TRAINING PROGRAMMES FOR 2009/2010
LEADERSHIP SKILLS FOR MANAGERS - NEW !!!
(12 sessions – 2 hours each) 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. **Course includes:** Leadership styles, Communication skills, Time Management, Listening Skills for Managers, Managing Meetings, Decision Making, Conflict Resolution, Negotiating Skills and Delegation and Empowerment.

€ 280

ACCOUNTS FOR THE NON-ACCOUNTANT
(6 sessions – 2 hours each) 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. and Discussion of real life accounts.

€ 130

TIME MANAGEMENT
(2 sessions – 2 hours each) 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! **Course Contents:** Basic principles of time management, Practical tips how to do more in less time!! Discussion of real life situations and Group interaction.

€50

MANAGEMENT OF NON-PROFIT MAKING ORGANISATIONS
(5 sessions – 2 hours each) 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. **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 and Marketing and Public Relations.

€ 105

THE RECEPTIONIST
(5 sessions – 2 hours each) 5.30pm – 7.30pm

For all those who want to make a difference when it comes to First Impression.

Ideal for school leavers, receptionists and those wishing to learn more about the importance of a Receptionist within an organisation or retail outlet. Contents: Different Receptionists , The importance of the Receptionist , Requisites of a Receptionist, Organisational skills, Communication skills, The telephone and greeting visitors, Normal day-to-day duties and Dealing with difficult customers.

€120

HRD CONSULTANCY SERVICES & CO – 25, SUMMER STREET, MOSTA MST 4052
Tel: 21 434136, Fax: 21 437426, Mob 9949 3667
e-mail: hrd@global.net.mt

Application forms can be downloaded from our website at <http://www.hrd.com.mt>

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SECRETARIAL COURSE

(12 sessions – 2 hours each) **5.30pm – 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.

Course Contents: Module A - Organisational skills and filing, Telephone Skills, Communications skills, Module B - Minute Taking, Business Letter Writing, Time Management Module C - Handling Conflict and Stress, Basic Accounting Concepts, Other Secretarial Duties Module D - **Practical Sessions** WORD, EXCEL, POWERPOINT.

All modules €280
(Can be taken separately)

GETTING THE JOB

(2 sessions – 2 hours each) **5.30 pm – 7.30pm**

You have the requisites! - Learn how to sell yourself to get the job you want. This course is intended for all those who are seeking employment as it demonstrates ways to be successful in the interview - *before and after*. **Course Contents:** Choosing a career, Reading the advert, Communicating with the employer, Ways of communication, Preparation for the interview, During the interview, Closing the interview and After the interview.

€50

BALANCING THE FAMILY BUDGET

(2 sessions – 2 hours each) **5.30 pm – 7.30pm**

Problems with making ends meet!! Cashflow problems with your family expenses?? This course is intended for all family breadwinners who are seeking modern ways and means of how to manage and keeping track of their home finances. **Course Contents:** Revenue and Capital expenditure, Family Commitments, Budgeting on monthly and annual basis, Deficiencies/Surpluses, Effect on each family member and Savings for future needs.

€50

Training will be held in Mosta.

A certificate of attendance will be awarded to each active participant at the termination of each course. Experienced and qualified trainers.

Detailed handouts will be provided for each session.

Special rates for groups of over 3 participants from same firm/company apply.

Maximum number of students per class: 7

Further details about the courses on request.

Cancellation policy can be found on our website.

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