

Get Ahead with CMN's Business Courses!

NOW AVAILABLE TO EMPLOYERS
IN CORNWALL, DEVON AND
SOMERSET

CORNWALL
marine
NETWORK

Fully Funded Training August 2020

All courses run by CMN Training

Duration: 7 hours split into manageable sessions

*AM = 9am start, PM = 13:30pm start.

BOOK YOUR COURSE



01326 211382



training@cornwallmarine.net

29th (AM) 30th (AM) & 31st (AM) July: Introduction to Event Management

A course developed specifically for staff involved or likely to be involved in Event Management. Topics include planning your event, things to consider, event management plan, event planning timeline, risk assessments and insurance and A-Z of Event Planning. We encourage participants to have an idea for an event, either work based or to raise money for a charity before the course starts.

5th (AM) & 6th (AM) August: Intro to Leadership and Management

This course introduces leadership and management in the workplace. Leadership helps develop people to reach their maximum potential and is an art of motivation which enables teams to achieve a common goal. Managing teams and providing leadership effectively enhances organisations productivity and positivity. Throughout the course, learners will observe leadership and management styles, identifying positive steps to enhance their personal and team productivity.

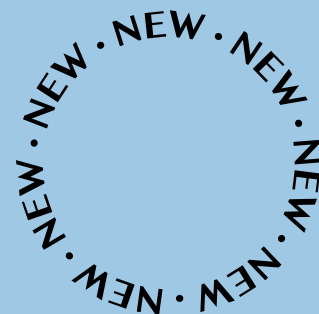
5th (PM) 6th (PM) & 7th (PM) August: Adapting to Change

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.

COMING SOON - New Courses to Support Your Business

- Digital Skills
- Returning to Work; COVID Anxiety
- Career Transition
- AND MORE

Register Your Interest Now!



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10th(PM) & 11th (PM) August: People Management

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.

11th (PM) 12th (PM) & 13th (PM) August: Marketing Your Business

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.

12th (AM) & 13th (AM) August: Assertive Management

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.

18th (AM) 19th (AM) & 20th (AM) August: Customer Care

Excellent customer care is critical for any business in today's highly competitive environment. During this course, learners will understand the difference between customer needs and expectations, how to deal with customer complaints, as well as identifying and improving your customers experience, which in turn will help your business to provide the best service possible.

18th (PM) & 19th (PM) August: Appraisals and Performance Management

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.

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19th (PM) & 20th (PM) August: Effective Marketing Strategies

Make the most from your marketing activity and learn how to interact with your customers to get their buy in. This session will look at the changing face of marketing, developing a plan, understanding yourself and your market but most of all understanding the journey your customers make with your business.

20th (PM) & 21st (PM) August: Mental Resilience in the Workplace

The course is for employees who will be returning to work after either being furloughed or who have been working remotely. The aim is to raise awareness of the employees feelings about returning to work, helping them to understand that they are natural reactions to an uncertain and unprecedented time in their lives and how they can start to develop their own mental resilience to come out of lockdown with a positive outlook.

25th (AM) & 26th (AM) August: Building and Maintaining an Effective Team

Our building and maintaining an effective team workshop includes; defining teams, establishing team norms, explores the stages of team development, functions and characteristics of high performing happy teams, the importance of communication, consequences of when a link is broken in the chain of team cohesion, leading to creating a personal action plan to implement and develop your team.

25th (PM) 26th (PM) & 27th (PM) August: Time Management

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

26th (AM) & 27th (AM) August: Content and Visibility

This session will walk you through visibility and how to gain that all important momentum - we'll look at how to set a solid foundation for content that will feed into all areas of your digital marketing, ultimately ensuring your resource and budgets are used wisely and effectively.

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27th (AM) & 28th (AM) August: Mentoring and Coaching in the Workplace

A successful career involves constant self-improvement and development. Along the way, it's easy to feel lost, unsure, or out of your depth. This is why mentoring is so important: having someone neutral to turn to and bounce ideas off can give us the confidence to realise true potential. This introductory course gives insight into the benefits of mentoring and how effective mentoring plays a key role in nurturing staff to share their experiences to benefit the progress of the organisation.

September

2nd (PM) 3rd (PM) & 4th (PM) September: Introduction to Event Management

A course developed specifically for staff involved or likely to be involved in Event Management. Topics include planning your event, things to consider, event management plan, event planning timeline, risk assessments and insurance and A-Z of Event Planning. We encourage participants to have an idea for an event, either work based or to raise money for a charity before the course starts.

Followed by:

- Employability Skills
- Sales
- Effective Complaint Handling
- Career Transition
- Problem Solving
- and much more

Up to £3000 employer grants available

**The brand-new bonus for businesses to
hire apprenticeships**



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Back by popular demand, CMN's great range of Short Business Courses, tailor made to your needs.

Ask us about funding opportunities!

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Did you know we also offer?

- Skills Brokerage
- Company Training Plans
- Bespoke Training Courses
- Accredited NVQ Training
- Apprenticeship Recruitment and Employment Support
- Apprenticeship Training Packages

Call Keeley McCabe today to see how CMN can support your business!

Tel: **01326 211382**



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.

