

All prices are excluding VAT

## Computers and Software

### Microsoft Excel

Excel 2007 Introductory	£29.99
Excel 2007 Intermediate	£29.99
Excel XP	£39.99
Excel 2003	£39.99
Excel 2000	£29.99
ECDL Module 4 – Spreadsheets	£29.99

### Microsoft Access

Access XP	£29.99
Access 2003	£29.99
Access 2000	£29.99
ECDL Module 5 – Databases	£29.99

### Microsoft Project

Project 2000	£39.99
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### Microsoft Word

Word 2007 Introductory	£29.99
Word 2007 Intermediate	£29.99
Word XP	£29.99
Word 2003	£29.99
Word 2000	£29.99
ECDL Module 3 – Word Processing	£29.99

### Microsoft PowerPoint

PowerPoint 2007 Introductory	£29.99
PowerPoint 2007 Intermediate	£29.99
PowerPoint XP	£29.99
PowerPoint 2003	£29.99
PowerPoint 2000	£29.99
ECDL Module 6 – Presentations	£29.99

### Microsoft Outlook

Outlook 2007 Introductory	£29.99
Outlook 2007 Intermediate	£29.99
Outlook XP	£29.99
Outlook 2003	£29.99
Outlook 2000	£29.99

### ECDL

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 and Typing Skills

Keyboard A-Z (KAZ)	£17.50
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### Web Development

Web Publishing and Design with HTML 4.01 and XHTML	£50.00
XML	£50.00
FrontPage 2000	£29.99

### Professional IT

CompTIA A+ Essentials 220-601	£50.00
CompTIA A+ Depot Technician 220-604	£50.00
CompTIA A+ IT Technician 220-602	£50.00
CompTIA A+ Remote Support Technician 220-603	£50.00
Cisco CCNA 640-802	£50.00
CompTIA Network + 2005	£50.00
UNIX Systems	£50.00
Windows Server 2003 Administration MCSA/MCSE 70-290	£50.00
Windows XP Professional MCSE 70-270	£50.00

### IT Applications

IT Applications	£29.99
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## Sales and Marketing

Marketing	£39.99
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	£34.99

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Sell It to Me: Essential Skills for All Salespeople	£34.99
The Art of Selling: Sales with Service	£34.99

## Financial Management

Financial Environment	£39.99
The Balance Sheet Barrier: The Basics of Business Finance	£34.99
Understanding Accounts	£29.99
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	£39.99

## Leadership and Management

### Leadership

Leadership	£39.99
Jamie's Kitchen: Fifteen Lessons on Leadership	£34.99
First Among Equals: Leading a Team	£34.99
The Apprentice: Leadership and Management	£49.99
Building the Team	£39.99
Motivation	£39.99

### Managing People

The Best of Motives: Informing and Involving	£34.99
Supporting Individuals	£39.99
Resolving Conflict	£39.99
Challenging Behaviour	£29.99
Problem Solving Skills	£49.99
Valuing Diversity: Equal Opportunities for All	£34.99
Absence Minded: Managing Absenteeism	£34.99
Absence Management	£29.99
Effectiveness and Efficiency	£39.99
Minimising Stress	£39.99
Harvard ManageMentor	£149.00

## Time Management and Delegation

Time Management	£39.99
Making Time: Priorities, People and Procedures at Work	£34.99
Planning Work	£39.99
Delegation	£34.99
The Unorganised Manager: Organising Yourself	£34.99
The Unorganised Manager: Organising Others	£34.99
Project Management: Leading a Project Team	£34.99
Dealing with Time-Wasting Situations	£34.99
The Paper Chase: Cutting Back on Paperwork	£34.99

## Coaching and Training

Pass It On: Coaching Skills for Managers	£34.99
The Helping Hand: Coaching Skills for Managers	£34.99
Coaching	£39.99
Training	£39.99
You'll Soon Get the Hang of It: The Techniques of One-to-One Training	£34.99

## Performance and Appraisal

Performance Matters: The Importance of Praise	£34.99
Performance Matters: The Need for Constructive Criticism	£34.99
Performance Review: Every Manager's Nightmare	£34.99
Performance Review: Every Appraisee's Dream	£34.99
Performance Indicators	£49.99
The Dreaded Appraisal: Both Sides of the Appraisal Interview	£34.99
How Am I Doing? The Perfect Appraisal Interview	£34.99
Managing Performance Every Day: Beyond the Appraisal	£34.99

## Recruitment and Selection

Writing Job Descriptions & Person Specifications	£34.99
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Attracting Candidates and Producing Job Adverts	£34.99
Shortlisting Candidates and Interview Techniques	£34.99
Behavioural Interviewing: Taking The Guesswork Out of Recruitment	£34.99
Candidate References and Selection	£34.99
It's Your Choice: Selection Skills	£34.99

## Feedback

Giving and Receiving Feedback	£39.99
Can You Spare a Moment: Counselling Skills for Managers	£34.99
I'd Like a Word With You: The Discipline Interview	£34.99

## Teamwork

Team Spirit? How to Be an Effective Team Member	£34.99
Jamie's Kitchen: Fifteen Lessons on Teamwork	£34.99

## Meetings

Meetings, Bloody Meetings: Making Meetings More Productive	£34.99
More Bloody Meetings: The People Side of Meetings	£34.99
Going to a Meeting – Parts 1 & 2: Constructive and Effective Participation	£34.99

## Self Development

Identifying Self Development Needs	£39.99
Managing Stress: Managing Your Behaviour	£34.99
Manage Own Stress	£39.99
Managing and Handling Stress at Work	£29.99

## Harvard ManageMentor

Harvard ManageMentor	£149.00
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## 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	£39.99
Put It into Writing: The Complete Communicator – The Art of Influence	£34.99
Communication Process	£39.99
Straight Talking: The Art of Assertiveness	£34.99
Assert Yourself: Learning to Be Assertive	£34.99
The Apprentice – Negotiating to Win	£49.99
Negotiating: Tying the Knot	£34.99
Report Writing: The Art of Writing a Good Report	£34.99
Producing Project Reports	£39.99
I Wasn't Prepared for That: Overcoming the Fear of Making Presentations	£34.99
Presentations 1: Preparing for The Presentation	£34.99
Presentations 2: The Presentation	£34.99
Briefing Skills	£39.99
The Grapevine: Communicating in a World of Change	£34.99

## Customer Service

Steps to Success: Professional Customer Service Skills	£69.99
Demanding Customers: Customer Care Made PERFECT	£34.99
Telephone Behaviour: The Rules of Effective Communication	£34.99
On the Receiving End: Making Call Centres More Effective	£34.99
If Looks Could Kill: Controlling Your Behaviour	£34.99
Who Sold You This, Then? Effective After-Sales Service	£34.99
Complaints and Quality Management: Quality through Customer Service	£34.99
No Complaints? Complaints and the Customer	£34.99
An Inside Job: Meeting Internal Customer Needs	£34.99
Understanding Customers	£39.99

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## **e-Commerce**

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

## **Health and Safety**

Health and Safety Induction	£19.99
Office Safety	£19.99
Introduction to Health and Safety at Work	£29.99
Health and Safety – Law and Practice	£34.99
Introduction to Managing Health and Safety at Work	£29.99
Risk Assessment	£19.99
Stress Management for Employees	£19.99
Stress Management for Managers	£19.99
Managing and Handling Stress at Work	£29.99
Manual Handling	£19.99
Fire Safety	£19.99
Preventing Accidents	£29.99
Avoiding Slips, Trips and Falls	£19.99
Computer Safety	£19.99

## **Food Hygiene**

Basic Food Hygiene*	£29.99
RSPH Food Safety Exam Online	£29.99

## **Employment Law**

Age Awareness	£22.49
Flexible Working	£29.99
Diversity Challenge	£29.99
Disability Confident	£29.99

Sexual Orientation	£29.99
Gender Matters	£29.99
Religion and Belief	£29.99
Ex-Offenders Legislation	£29.99
Challenging Behaviour	£29.99

## **Protecting Your Business**

Security	£29.99
Freedom of Information Act	£29.99

## **Managing Information**

Analysing Information	£39.99
Using Information for Decisions	£49.99
Maintaining Information Systems	£29.99

## **Change Management**

Planning Change	£49.99
Implementing Change	£49.99
Jamie's School Dinners: Managing and Living with Change	£34.99

## **Starting Your Business**

Make or Break 1: Starting Your Business	£29.99
Make or Break 2: Growing Your Business	£29.99
Building Blocks for e-Business	£29.99
Legalities of Online Business	£24.99

## **Growing and Developing Your Business**

Make or Break 1: Starting Your Business	£29.99
Make or Break 2: Growing Your Business	£29.99

\* The Basic Food Hygiene course will provide you with the knowledge you need to take the following Royal Society for Public Health qualification – Level 2 Award in Food Safety in Catering. The exam can be taken at an RSPH approved centre. The RRP is £29.99. Prices may vary.