



Training in Leadership & Management Skills

The Chartered Institute of Leadership and Management report that of the 4.3 million managers in the UK, only 20% are qualified to the level at which they are managing. Managers who are trained and have progressed on to professional development programmes show improvements in successful staff recruitment, retention and performance; including better communication and customer service levels for internal staff and customers alike.

How can Business Services help?

We specialise in training solutions that support the needs of local businesses by providing you with practical and affordable management training solutions.

Whether it is about increasing service levels, sales, or improving staff retention, all of our programmes are designed to improve your business and ultimately increase your bottom line.

We have listened to local businesses facing a number of challenges including:

- The increasing diversity of their managers.
- The need for training which addresses contemporary working patterns with many managers now looking after teams with employees based away from the office.
- Need to improve management 'best practice' within organisations and raise profits for shareholders.
- Impact of poor management at Inspection/shareholder meetings.
- Liable to lose good staff to their competitors where leadership is poor and regulations, policy or strategy are inadequately written or implemented.

Our Solutions...

Business Services are partnered with the Institute of Leadership and Management (ILM) to run accredited programmes. We also offer a wide range of short courses and bespoke training, which can be delivered at your workplace or off-site at our fully equipped Business Excellence Centre. By taking learning in to the workplace, you can maximise your staff performance and development. All our trainers are Change Managers in their own right and understand the complexity of training newly appointed managers alongside those with a number of years experience.

We offer:

ILM Level 2 – Team Leading

Suitable for team leaders and coordinators who are responsible for leading and motivating their team. The training consists of independent study supported by an assessor and is predominantly assessed in the workplace with at least 10 assessor observation visits.

ILM Level 3 – First Line Management

Suitable for supervisors and managers, the training is delivered by a combination of tutor led workshops and workbooks.

Short courses include:

- Assertiveness Skills
- Communication Skills
- Conflict Management
- Employment Law
- Leadership
- Negotiation
- Team Building





Why Business Services?

Successful managers combine overseeing the implementation of daytime operations with keeping the mission and vision of their organisation very much in the minds of their staff. As a recognised national Centre of Vocational Excellence (CoVE) in Leadership & Management we have the experience and expertise to help develop your managers and meet your business objectives.

Management Experts

Our tutors have extensive management experience. We only send out experienced and qualified staff to assess in the workplace so you can be assured that you are getting the best training possible from people that understand your business.

Quality & Value

By choosing Business Services as your learning partner you will receive a competitively priced, highly flexible, employer led service.

Flexibility

We work closely with your business to keep our service flexible and we have developed our courses and our methods of delivery to meet your needs. Talk to us about any bespoke learning or training requirements you have and we will develop a course or programme to suit you as well as offering a full Training Needs Analysis for all your staff.

Support

Our Skills for Life support ensures that any employee with English as a second language, or Dyslexia, Literacy and Numeracy needs are offered specialist support to make sure that they stand the best chance of passing their qualifications and meeting your business goals. We also hold the Matrix Standard and have received an excellence award for our high quality Information, Advice and Guidance service, which is available to employers and employees.

Success

Our retention and successful completion rates on these courses are above the National average. As a Beacon College we have been given a Government accolade as a leading example for outstanding quality learning and training. This is reflected in our high learner pass rates and our consistently high quality provision. Business Services is at the forefront in working with employers and has achieved the coveted *Action for Business College* status.