

iManage® Performance
Helping people grow
through a truly integrated
blended learning
experience.



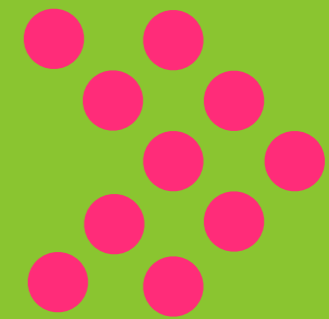
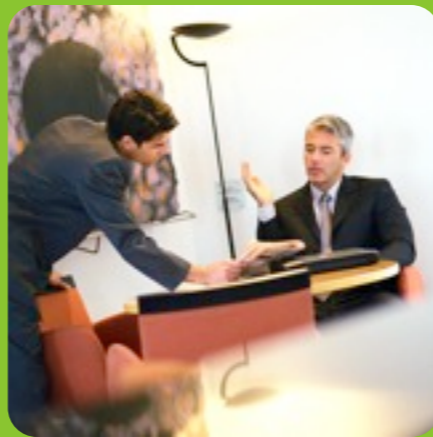
Vocational Courses

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Vocational Courses



8.1 Debt recovery - Duration 1 Day

This stimulating day covers everything you need to know about how to recover a debt without using a solicitor.

Content	
Debt collection yourself - DIY	When is it appropriate to pursue your own claims
The legalities	Legal principles Civil procedures
The process	Understanding the full process
In practice	Understanding the process and timescales

What they will learn

- ❖ When and when not to conduct your own claim.
- ❖ How claims affect relationships with customers.
- ❖ The background to civil procedures and the court system.
- ❖ How to process a claim through the courts.
- ❖ When and how a judgement can be enforced.
- ❖ Understand the timescales and costs involved.

This course is for anyone who is involved in conducting their own debt recovery claims.

8.2 Finance For Non Financial Mgrs - 1 Day

A fun approach to finance, where delegates earn and lose play money during the event to inject a great atmosphere into what could be a dull topic!

Content	
Financial foundation	Jargon buster Accounting documents
Evaluation	Net present value Internal rate of return
Client specific	A review of client specific finance
Making sense	How elements of finance work together

What they will learn

- ❖ Development understanding of true value.
- ❖ The ability to read profit & loss, balance sheets and cash flow statements.
- ❖ Understand the significance of budgeting.
- ❖ Understand the impact of ROI (Return on investment).
- ❖ Insight into effective reporting.
- ❖ Get a new insight into the organisations finance structures, key people and ways of working.

For people who would like a grounding in organisational finances, or a refresher on current finance practices.

8.3 Managing In An Outsourced Environment

A great 2 day course for taking control of your outsourced arrangements. What makes a successful outsource, & how to change behaviour to create one.

Content	
Approach 1 The Colleague	How to create a true partnership
Approach 2 The Capitalist	How to work when the market is competitive
Approach 3 The Collector	How to work when it's low value and risk
Approach 4 The Controller	How to work when the tail is wagging the dog

What they will learn
<ul style="list-style-type: none"> ❖ Provision of a new ways to view and behave when faced with differing outsource scenarios. ❖ Break entrenched ways of working and build appropriate responses for future strategies. ❖ Understand what conditions serve to create successful outsourced arrangements and understand why many seem doomed for failure. ❖ Gain insight into precise ways of working each behaviour set.

This course is designed for those that have to manage an outsourced relationship.

8.4 Negotiating Commercial Outcomes - 2 Days

A course that take your negotiation skills to a new level with a focus on commercial deals large and small.

Content	
The battlefield	Understanding the territory of commercial negotiation
Getting ready	Using a structured approach to preparation
Advanced behaviour	12 behavioural approaches to choose from
Practice	Practice in a commercial scenario

What they will learn
<ul style="list-style-type: none"> ❖ Insight into what the opposition will be doing. ❖ Introduction to a structured approach to prepare for the negotiation effectively. ❖ Learn the difference between tactical and strategic negotiation. ❖ Learn 12 behavioural approaches to your negotiation. ❖ An opportunity to put everything into practice in a safe commercial workshop scenario.

A great course for those that are involved in negotiating commercial arrangements and contracts.

8.5 Train The Trainer - Duration 2 Days

If you need to deliver training this course will give a great set of foundation skills and knowledge about effective learning solutions.

Content	
The basics	Setting up for success
The learning process	Stages of learning Learning styles
Training design	Structuring Designing content
Delivery and evaluation	Training delivery Assessing learning

What they will learn

- ❖ What makes good trainers and training.
- ❖ Differences between training and coaching
- ❖ How people learn.
- ❖ How to produce a course that appeals to all learners.
- ❖ How to divide content to produce a course structure.
- ❖ How to train practical skills.
- ❖ How to facilitate effectively.
- ❖ How to assess delegate performance and give motivational feedback.

This one is for all that have to build and deliver any type of face to face training intervention.

Here are some of our great clients.



iManage Performance Ltd
First Point
Buckingham Gate
London Gatwick Airport
West Sussex
RH6 0NT
UK

Tel: +44 (0) 1444 474247

Fax: +44 (0) 1293 897300

Web: www.imanageperformance.com

eMail: info@imanageperformance.com