

**Swords Chamber of Commerce
Business Development Programme**

Suite	Module	Duration	September	October	November	December
(1) Supervisory / Management Skills						
	Managing Within the Law	1 day	5	9	6	11
	Situational Leadership	2 days	5 & 6	17 & 18	1 & 2	4 & 5
	Finance for Non Financial Manager	1 day	-	18	-	6
	Performance Management	2 days	12 & 13	25 & 26	29 & 30	12 & 13
	Behavioural Interviewing	2 days	-	8 & 9	27 & 28	17 & 18
	Inspirational Leadership	1 day	20	25	29	-
	Delegation Skills	1 day	12	-	21	-
	Negotiation Skills	2 days	26 & 27	29 & 30	22 & 23	-
	Motivation Skills	1 day	17	2	12	10
(2) Team Leading Skills						
	Creative Thinking	1 day	18	22	27	-
	Problem Solving skills	1day	19	23	28	-
	Project Management	2 days	24 & 25	18 & 19	6 & 7	-
	Team Leadership	2 days	27 & 28	11 & 12	15 & 16	-
	Team Skills	1 day	11	16	7	7
(3) Personal Development						
	Effective Use of Time	1 day	-	17	-	5
	Managing Personal Growth	1 day	26	31	28	-
	Communications	1 day	17	10	14	7
	Conflict Management	1 day	19	15	9	10
	Constructive Confrontation	1 day	26	22	26	14
(4) Customer Service						
	Customer Care	1 day	28	24	19	17
	Telephone Skills	1 day	24	26	21	19
	Sales Training	2 days	10 & 11	29 & 30	12 & 13	-
(5) Systematic / ADDIE Training						
	Presentation Skills	2 days	20 & 21	31/ 1 Nov	8 & 9	18 & 19
	Coaching Skills	2 days	13 & 14	-	5 & 6	-
	Feedback Skills	1 day	27	-	22	-
	Systematic Training	5 + 1 day	24 & 25	-	13 & 14	-
			1st & 2nd Oct	-	20 & 21	-
			8th Oct	-	28	-
			1day in company	1day in company		