

Fully Funded Short Courses

Riverside Training are pleased to bring you **100% European funded short courses*** that offer practical and flexible training solutions to address your skill needs.

This is a fantastic opportunity to access training for your staff.

Delivering Effective Customer Service (1 day) – Wednesday 21st January 2015 Ideal for anyone working in a customer service role seeking to be more effective and confident in their customer relationships.

Introduction to Team Leading (1 day) – Thursday 22nd January 2015

Covering key principles and skills that will make you appreciate your role as a team leader.

ILM Level 3 Award In Leadership & Management (3 days) – Wednesday 14th, 28th January and 11th February 2015 For supervisors moving from operational responsibilities to a supervisory role and wishing to develop their leadership skills

ILM Level 4 Award In Leadership & Management (3 days) – Thursday 15th, 29th January and 12th February 2015 For Managers wishing to perfect their leadership skills by exploring their own abilities, styles and tools available as part of a management toolkit.

Social Media for Small Businesses (2 days) – Friday 9th and 16th January 2015 Helping you to understand the possibilities of social media for your business through a structured marketing strategy and sharing good practice in content management.

Courses are delivered at our training room in St Martins Street, Hereford. Courses are certificated through a multiple choice test (EDI) or assignment (ILM)

* subject to European Social Fund eligibility criteria:

- The business employs no more than 250 employees.
- Learner is aged 19 or over, living and working in the Marches (Herefordshire or Shropshire)
- The learner is not on any other government programme such as an apprenticeship or College course

To enrol, contact us for more information or to book onto one of the courses.

Telephone Laura on 01432 359244 or email laura@riverside-training.co.uk

“It’s a key part of our identity to feel that we’ve got something special and Riverside nurtured and channelled that strength. The training was a catalyst for some really practical staff suggestions which we have since acted upon.” Bill Sewell, Café All Saints

“Getting all staff together for the training gave us the opportunity to discuss what we are all about which is serving the customer. It was a great reminder for us.” Karen Hindle, Monkland Cheese