

EMEA 2009 Series of Workshops

Programme	Dates for London	Days
Time Management <i>Helps busy individuals take control of their time and develop their personal effectiveness</i>	26 January	1
Recruitment and Selection <i>Offers best practices for recruiting and selecting the most appropriate candidates who become highly satisfied employees</i>	26–30 January	5
Negotiation and Influencing Skills <i>Refines and enhances decision-making techniques for more effective negotiations</i>	23–27 February	5
Handling Difficult Customer Situations <i>Develops the skills needed to manage difficult customer situations in order to develop long-term customer relationships</i>	23 February 21 September	1
Successful Business Networking <i>Takes managers through a process that makes networking a positive business tool that delivers business</i>	16 March 19 October	1
Leadership and Implementing Change <i>Equips managers with the skills and tools to guide their people through organisational change</i>	16–20 March	5
Customer Relationship Management <i>Develops the right relationship skills to handle a variety of customer situations and provide exceptional customer service</i>	20 April	1
Assessment Centre Development <i>Provides the tools and know-how to assess the competency of new-hire candidates for development and recruitment purposes</i>	20–24 April	5
Effective Account Management <i>Helps to develop a strategic approach to managing customer relationships that leads to increased revenues and profitability</i>	11 May 7 December	1

Omega Performance improves business by empowering people with the knowledge, skills and behaviour to achieve outstanding results.
All programmes are available for in-house customisation and delivery.

For more details on courses please contact:
David Senior at +44 (0)20 7017 7273
dsenior@omega-performance.co.uk
www.omega-performance.com

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Programme	Dates for London	Days
Enhancing Financial Performance <i>Develops the skills required to improve the overall financial management, controls and monitoring of the organisation</i>	11–15 May 19–23 October	5
Successful Telesales <i>Gives sales professionals a range of tips and techniques to maximise telephone sales opportunities and achieve targets</i>	15–16 June 16–17 November	2
Management Strategies <i>Transforms managers into inspirational leaders who develop high-performing teams and individuals</i>	15–19 June 16–20 November	5
Assertiveness Skills <i>Teaches how to create constructive interactions for managing work relationships more effectively</i>	20–21 July	2
Leadership and Management Programme <i>Equips managers and professional specialists with the skills and confidence to manage in a complex and changing world</i>	20–24 July 7–11 December	5
Interpersonal Skills <i>Develops the skills that enable staff to build good working relationships with one another</i>	17–18 August	2
Effective People Management <i>Enables managers to utilise performance management to maximise organisational success</i>	17–21 August	5
Communication Skills <i>Assists policy makers, strategic thinkers and senior personnel to understand strategic communication and how it can be harnessed to achieve business goals</i>	21–25 September	5

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Programme	Dates for Dubai	Days
Advanced Cash Flow <i>Provides commercial lenders with the knowledge, skills and tools to accelerate commercial lending performance</i>	26 January	1
Management Strategies <i>Transforms managers into inspirational leaders who develop high-performing teams and individuals</i>	26–30 January	5
Minimising Problem Loans <i>Strengthens credit analysis and loan management skills in order to stop problem loans before they start</i>	23 February 19 October	1
Enhancing Financial Performance <i>Develops the skills required to improve the overall financial management, controls and monitoring of the organisation</i>	23–27 February	5
Coaching for Credit Quality <i>Teaches managers to improve lending results by applying proven coaching skills to the credit analysis process</i>	16 March 20 July	1
Coaching and Mentoring <i>Offers best practices for developing a coaching and mentoring programme and applying a process for one-to-one coaching</i>	16–20 March 17–21 August	5
Leadership and Implementing Change <i>Equips managers with the skills and tools to guide their people through organisational change</i>	20–24 July 16–20 November	5
Effective Negotiation Skills <i>Enables managers and other professionals to approach negotiation situations with confidence and influence win-win outcomes</i>	20-21 April 16–17 November	2
Human Capital Development <i>Develops human resources professionals' ability to drive human capital to achieve organisational strategies and goals</i>	20–24 April	5

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Programme	Dates for Dubai	
Introduction to the Financial Markets <i>Provides knowledge and insights about financial markets</i>	11 May	1
Leadership and Management Programme <i>Equips managers and professional specialists with the skills and confidence to manage in a complex and changing world</i>	11–15 May 21–25 September	5
Driving Exceptional Customer Service <i>Helps managers to become role models for positive behaviour to enhance the customer experience</i>	15 June 7 December	1
Communication Skills <i>Assists policy makers, strategic thinkers and senior personnel to understand strategic communication and how it can be harnessed to achieve business goals</i>	15–19 June	5
Negotiating for Win-Win <i>Demonstrates a straightforward negotiating technique that closes deals and achieves win-win relationships</i>	17–19 August	3
Selling to Major Accounts <i>Develops sales skills focussed on building long-term, profitable relationships</i>	21–22 September	2
Negotiation and Influencing Skills <i>Refines and enhances decision-making techniques for more effective negotiations</i>	19–23 October	5
Effective People Management <i>Enables managers to utilise performance management to maximise organisational success</i>	7–11 December	5

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