

Funded* leadership training

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Hoople

Training and Education

Effective leadership is an essential part of any well run organisation. Whether you are a care home striving to achieve excellence, a charity that's hard pressed for cash or a small business looking to grow for the future, your chances of success will be improved with effective leadership.

Thanks to funding from the Marches Local Enterprise Partnership (LEP), Hoople is pleased to offer a selection of Institute of Leadership and Management (ILM) units **FULLY FUNDED*** to eligible businesses.

Understanding customers, resolving customer service problems and customer complaints

(One day programme)

29 November 2017, 17 January 2018, 21 March 2018
9.30am–4.30pm at Churchill House, Hereford

Principles of team leadership, managing conflict within a team, developing relationships with colleagues

(One day programme)

13 December 2017, 14 February 2018
9.30am–4.30pm at Churchill House, Hereford

(Courses can also be offered as in-house programmes, subject to minimum numbers.)

To book or to discuss your particular requirements, please contact:

training@hoopleltd.co.uk
01432 383500



*To be eligible for funding, organisations must be based in Herefordshire and employ fewer than 250 staff. Ineligible organisations can attend at a charge of £90 (+ VAT) per delegate per course.



www.hoopletraining.co.uk