



**ARC SCOTLAND SPECIALIST TRAINING / SHORT COURSES  
(SUPERVISORY, LEADERSHIP & MANAGEMENT DEVELOPMENT)**

**PRICE LIST FROM OCTOBER 2009**

<b>TITLE OF COURSE</b>	<b>Cost per day delivered "In house" (venue permitting, up to 12 people unless agreed otherwise) *</b>	<b>Cost delivered per person (minimum of 8) at a venue booked by ARC (Includes refreshments)</b>
Responding to Tenders	<b>Price on application</b>	<b>£125</b>
Group Dynamics & Team Building	<b>£700</b>	<b>£78</b>
Effective Time Management	<b>£700</b>	<b>£78</b>
Absence Management	<b>£700</b>	<b>£78</b>
Supervision Skills	<b>£700</b>	<b>£78</b>
Performance Management Skills	<b>£700</b>	<b>£78</b>
Safe Recruitment Practice	<b>£700</b>	<b>£78</b>
Complaint Handling	<b>£700</b>	<b>£78</b>
Disciplinary & Grievance Handling	<b>£700</b>	<b>£78</b>
Developing Assertiveness Skills	<b>£700</b>	<b>£78</b>
"Know What I Mean?" – Effective team communication, blocks and barriers to effective listening.	<b>£700</b>	<b>£78</b>
"Caring Communication" – Working with multi disciplinary teams, effective partnerships and active listening.	<b>£700</b>	<b>£78</b>
Managing People & Difficult Situations	<b>£700</b>	<b>£78</b>

\* This typically includes trainer's daily fee, travelling and subsistence, all handouts and certificates. Special fees may apply if additional costs are incurred, e.g. air travel, additional trainer, co-trainer.