



Dear colleague,

Here are the short courses we currently offer. If you are looking for something and we don't have it listed please contact me and we may well be able to provide it for you. (Contact details below.)

Pass on this information to your staff and ensure they have the skills to do their job effectively.

Fees: 1 day courses: €230 ISME Skillnet Members/€315 Non Members
* ½ day course: €120 ISME Skillnet Members/€180 Non Members
** 2 day course: €395 ISME Skillnet Members/€495 Non Members

Job-seekers can participate for free in Skillnets training programmes in areas that are in demand by employers subject to certain eligibility criteria, which can be seen in the following link:
www.skillnets.ie/job-seekers/eligibility-criteria

PICK AND MIX

Two short courses – 5% discount

Three short courses = 10% discount

Four short courses = 15% discount

Book and pay for more than one short course (up to three days) and automatically get a discount.



For all your training needs contact Liz Carroll:

T.: 01 – 6622755. E.: liz@isme.ie.

W: www.isme.ie//training/training-courses



MARKETING SKILLS

Course	Description	Venue	Date	Fees
Successful Business Writing and Email Etiquette	Learn the essential skills of writing so that you communicate in a professional and competent manner with customers.	ISME, Dublin	9 th June 9.30am-5.30pm	€230 ISME Skillnet Members €315 Non Members

Payment required at time of booking



For further information contact liz@isme.ie



E-MARKETING SKILLS

Course	Description	Venue	Date	Fees
SEO Bootcamp	Learn how to generate better quality website visitors and how to convert a higher percent. A practical hands-on workshop where participants will take away an action plan and an SEO audit completed on their site.	ISME, Dublin	23rd May 9.30am - 4.30pm	€230 <i>ISME Skillnet Members</i> €315 <i>Non Members</i>



Payment required at time of booking

For further information contact liz@isme.ie



FOR SALES STAFF

Course	Description	Venue	Date	Fees
Customer Focused Selling	Use customer needs as the basis for sales dialogue.	ISME, Dublin	24th May 27th June 9.30am - 5.30pm	€230 ISME Skillnet Members €315 Non Members
Handling Inbound Sales Calls	Impress customers, capture their attention & handle telephone sales enquiries with confidence.	ISME, Dublin	25th May 9.30am - 5.30pm	€230 ISME Skillnet Members €315 Non Members
Sales Planning and Lead Generation	Develop cost effective strategies to generate sales by designing results driven and targeted sales campaigns.	ISME, Dublin	13th June 9.30am – 5.30pm	€230 ISME Skillnet Members €315 Non Members
Cold Calling for Telesales	Become more effective in your ability to influence and communicate with customers by using the telephone to grow sales.	ISME, Dublin	22nd June 9.30am - 5.30pm	€230 ISME Skillnet Members €315 Non Members

Payment required at time of booking



For further information contact liz@isme.ie



IT SKILLS

Course	Description	Venue	Date	Fees
Advanced Excel	Learn how to create complex models involving multiple linked spreadsheets and files, analysing data using what ifs and scenarios, validating and auditing data and automating commonly used features with macros.	Olas Dublin	25th May 9.30am – 5.00pm	<i>€230 ISME Skillnet Members €315 Non Members</i>

Payment required at time of booking



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SPECIALIST SKILLS

Course	Description	Venue	Date	Fees
Practical Project Management	Apply best practice tools and techniques to your own projects.	ISME, Dublin	31st May & 14th June 9.30am 5.30pm	€395 <i>ISME Skillnet Members</i> €495 <i>Non Members</i>

Payment required at time of booking



For further information contact liz@isme.ie