



CORE TRAINING OFFER

COURSE TITLE	DURATION	TARGET POPULATION
Traffic Controllers Development Programme (TCP)	3 days	Current traffic controllers in logistics business area. Aim: to improve logistics / fleet management.
Supervisory Development Programme (SDP)	6 days	Current Supervisors in support or operational functions. Aim: to improve basic people management skills.
Management Preparation Programme (MPP)	12-18 months, predominately on job	Identified operational supervisors who have been nominated as potential managers. Aim: to prepare employee for the managerial role.
Management Development Programme (MDP)	11 days	All line managers in support or operational functions. Aim: to develop people management skills and improve awareness of self and others.
Equal Opportunities and Diversity Programme	1 day	All line managers and supervisors. Aim: to ensure awareness legal and practical issues in this area.
Recruitment and Selection	1 day	All line managers and supervisors. Aim: to provide development of the skills to recruit the right employees. To ensure line management is comfortable with support tools.
Performance and Development Discussion (PDD)	1 day	All line managers and supervisors, who complete the PDD for subordinates. Aim: To introduce all participants to the appraisal process and the development discussion process.
Managing Attendance	1 day	All line managers and supervisors, who manage a team, especially where employee absence is an issue.
Disciplinary Investigations Procedures	1 day	All line managers and supervisors. Aim: to provide the skills and knowledge to ensure compliance with the law and company procedures.
Systems training (mixture of internal, external courses and distance learning)	Various	All users of relevant systems: Lotus Notes, EPR/SPOPS, Workforce, Excel, PowerPoint and Word. Aim: to provide the working knowledge of computer programmes.
Customer Care	1 day	All line managers and supervisors. Aim: to develop customer care skills to apply in their part of the business.