

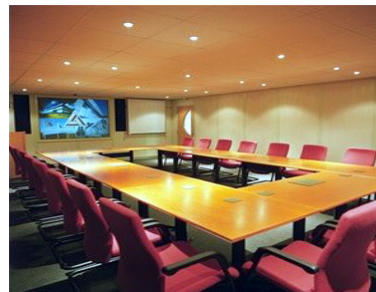
Training Services offered include:

- Company training needs analysis and individual development programmes
- NVQ Assessment to Level 5
 - Management
 - Supervisory
 - Training and Development
- Internal Verification of NVQ's
- Assistance with Business Excellence (EFQM) Assessment
- Skills training including:
 - Coaching and Mentoring
 - Presentation Skills
 - Management and Supervisory
- Committee Meetings
 - Chairmanship
 - Procedures
 - Minute and Note taking
 - Problem People

- Facilitation of Strategic & Business Planning
- Recruitment
- Appraisal
- Discipline
- Customer Service
- Equality (including disability)
- Data Protection

Additional services for those working in the public sector include:

- Freedom of Information
- Human Rights Act
- Corporate governance
- Disability Discrimination
- Drugs and Alcohol misuse
- Complaints systems
- Health and Safety



Recent work undertaken includes:

- Training whole organisation on Disability Discrimination (150 employees)
- Undertaking strategic planning sessions for public sector body
- Arranging and undertaking training in Human Rights legislation for public body
- Assessment of Business Excellence award for public body
- Advising on freedom of information legislation
- Consultancy for training organisation on strategy
- Advising on recruitment and retention of volunteers in voluntary organisation

**ROBERT WHITEHOUSE
CONSULTING**

- WHERE QUALITY MAKES A DIFFERENCE