



BUSINESS SKILLS COURSES 2009

BUILDING FUTURES



TIME & STRESS MANAGEMENT FOR LAWYERS

This course counts towards the training requirements of the SRA for Management Course Stage 2 and Rule 5 for solicitors wishing to be “qualified to supervise.”

Essential details

One day course.

6 CPD hours.

Trainer: Rob Parsons.

Course fees per delegate:

KH member	£235 + VAT
non-member	£470 + VAT

Course fee includes refreshments and materials.

For details on becoming a KH member, please contact us on 029 2045 1000.

Why you should attend this seminar

This one day course tackles two of the key issues that affect everyone’s ability to function effectively and happily at work. Led by inspirational international speaker, Rob Parsons, this remains one of our most popular seminars. As our lives face greater and more demanding challenges we struggle to find time and face the concept of stress this inspirational course will guide us through this potentially debilitating state of affairs.

Who should attend

- Trainee Solicitors
- Solicitors
- In-house Lawyers
- Anyone who feels this would be beneficial to their work

Key benefits

- A deeper understanding of these factors in life and work that cause you stress
- A great awareness of how to manage your time within a busy legal practice

Locations & dates

Cardiff	13 May 2009
Birmingham	20 May 2009
Leeds	16 September 2009
London	30 October 2009
Manchester	22 October 2009

For further information, please call 029 2045 1000 or visit www.altior.co.uk



RECRUITMENT INTERVIEWING SKILLS

This course counts towards the training requirements of the SRA for Management Course Stage 2 and Rule 5 for solicitors wishing to be “qualified to supervise.”

Essential details

Half day course - am.

3 CPD hours.

Trainer: Gill Whensley.

Course fees per delegate:

KH member	£165 + VAT
non-member	£275 + VAT

Course fee includes refreshments and materials.

For details on becoming a KH member, please contact us on 029 2045 1000.

Locations & dates

London

28 October 2009

Why you should attend this seminar

Created especially, but not exclusively, for lawyers; this course will enable delegates to develop the skills needed to conduct effective recruitment interviews for employees at all levels.

Who should attend

- Lawyers of all levels, including in-house lawyers
- Other law firm staff

Key benefits

A greater understanding of how to successfully conduct and assess an employment interview.



For further information, please call 029 2045 1000
or visit www.altior.co.uk



MAKING APPRAISALS WORK

This course counts towards the training requirements of the SRA for Management Course Stage 2 and Rule 5 for solicitors wishing to be “qualified to supervise.”

Essential details

Half day course - pm.

3 CPD hours.

Trainer: Gill Whensley.

Course fees per delegate:

KH member	£165 + VAT
non-member	£275 + VAT

Course fee includes refreshments and materials.

For details on becoming a KH member, please contact us on 029 2045 1000.

Locations & dates

London

28 October 2009

Why you should attend this seminar

This interactive session will give participants an overview of the appraisal process and help them understand the objectives and benefits of performance reviews. It will enable them to prepare for, and effectively conduct, appraisals.

Who should attend

- Solicitors
- In-house Lawyers
- Other law firm staff
- Members of ILEX
- Fellows of ILEX

Key benefits

This course will include explaining how to set objectives and deal with poor performance and development needs.



For further information, please call 029 2045 1000
or visit www.altior.co.uk

ESSENTIAL COACHING SKILLS

This course counts towards the training requirements of the SRA for Management Course Stage 2 and Rule 5 for solicitors wishing to be “qualified to supervise.”

Essential details

Half day course - am.

3 CPD hours.

Trainer: Jacky Lewis.

Course fees per delegate:

KH member	£165 + VAT
non-member	£275 + VAT

Course fee includes refreshments and materials.

For details on becoming a KH member, please contact us on 029 2045 1000.

Why you should attend this seminar

The course will introduce delegates to business coaching and familiarise them with the most essential skills involved. The course is led by an experienced trainer and coach and is particularly geared towards lawyers. It is an interactive workshop offering a balance of theory and practice. Coaching techniques are taught from the outset and delegates will practise by coaching each other in a supervised format.

Who should attend

- Lawyers
- In-house Lawyers
- Team managers and leaders
- Members of ILEX
- Fellows of ILEX

Key benefits

The delegate will have a greater understanding of the benefits of coaching and managing a successful team. This course will enable them to teach coaching principles to others.

Locations & dates

London

6 May 2009
22 October 2009

For further information, please call 029 2045 1000
or visit www.altior.co.uk

SUPERVISING TRAINEE SOLICITORS

This course counts towards the training requirements of the SRA for Management Course Stage 2 and Rule 5 for solicitors wishing to be “qualified to supervise.”

Essential details

Half day course - pm.

3 CPD hours.

Trainer: Jacky Lewis.

Course fees per delegate:

KH member	£165 + VAT
non-member	£275 + VAT

Course fee includes refreshments and materials.

For details on becoming a KH member, please contact us on 029 2045 1000.

Why you should attend this seminar

For a trainee solicitor to be at their most effective they need to be trained and supervised. This interactive course provides guidance and understanding to the principal and ensures the transition from student to solicitor. Trainees need help and encouragement to absorb information and to assimilate into the culture of the firm as quickly as possible; principals are essential to this role. Whilst this course will touch on the SRA's guidelines for supervising trainees, it is primarily a skills-based course.

Who should attend

- Solicitors
- In-house Lawyers
- Principals
- Team managers

Key benefits

This course will provide the delegate with a greater understanding of the SRA's expectations with regards to training Trainee Solicitors.

Locations & dates

London

6 May 2009
22 October 2009

For further information, please call 029 2045 1000
or visit www.altior.co.uk

HANDLING DIFFICULT PEOPLE

This course counts towards the training requirements of the SRA for Management Course Stage 2 and Rule 5 for solicitors wishing to be “qualified to supervise.”

Essential details

Half day course - am.

3 CPD hours.

Trainer: Jacky Lewis.

Course fees per delegate:

KH member	£145 + VAT
non-member	£195 + VAT

Course fee includes refreshments and materials.

For details on becoming a KH member, please contact us on 029 2045 1000.

Why you should attend this seminar

In any job, we are at certain times all faced with difficult situations and/or people whom we perceive are being awkward, whether they are colleagues, other lawyers, suppliers or clients. This course will help you develop the skills necessary to deal with these circumstances effectively and achieve outcomes that you did not think were possible.

Who should attend

- Trainee Solicitors
- Solicitors
- In-house Lawyers
- HR Managers
- Members of ILEX
- Fellows of ILEX

Key benefits

A better awareness of how to handle difficult and awkward people within a working environment.

Locations & dates

London

14 July 2009

Manchester

7 September 2009

For further information, please call 029 2045 1000 or visit www.altior.co.uk

BUILDING RAPPORT WITH CLIENTS

This course counts towards the training requirements of the SRA for Management Course Stage 2 and Rule 5 for solicitors wishing to be “qualified to supervise.”

Essential details

Half day course - pm.

3 CPD hours.

Trainer: Jacky Lewis.

Course fees per delegate:

KH member	£145 + VAT
non-member	£195 + VAT

Course fee includes refreshments and materials.

For details on becoming a KH member, please contact us on 029 2045 1000.

Why you should attend this seminar

In difficult financial times it is vitally important we maintain a good working relationship with our clients. As such building a rapport with our clients is highly important. How well do you understand what they expect from you and will you deliver a service to them that meets or exceeds their expectations? This course will help you develop the skills necessary to build a rapport with your clients that will be the foundation of your relationship with them.

Who should attend

- Partners
- Solicitors
- In-house Lawyers
- Anyone who wants to develop a client relationship
- Members of ILEX
- Fellows of ILEX

Key benefits

The delegate will be better able to build a strong relationship with their clients

Locations & dates

London

14 July 2009

Manchester

7 September 2009

For further information, please call 029 2045 1000 or visit www.altior.co.uk

EFFECTIVE CLIENT INTERVIEWING

This course counts towards the training requirements of the SRA for Management Course Stage 2 and Rule 5 for solicitors wishing to be “qualified to supervise.”

Essential details

Half day course - am.

3 CPD hours.

Trainer: Richard Stone.

Course fees per delegate:

KH member £145 + VAT

non-member £195 + VAT

Course fee includes refreshments and materials.

For details on becoming a KH member, please contact us on 029 2045 1000.

Why you should attend this seminar

This interactive course will enable delegates to hold effective client interviews. It will help them understand how to prepare for an interview and how to structure them. It will also examine the key questioning and listening skills required in interviews as well as looking at how to build rapport with clients in these situations.

Who should attend

- Trainee Solicitors
- Solicitors
- In-house Lawyers
- Members of ILEX
- Fellows of ILEX

Key benefits

By the end of the course, delegates will be able to:

- Conduct client interviews effectively and efficiently
- Understand the importance of preparing for an interview
- Know what questions to ask and how to listen effectively

Locations & dates

Birmingham 4 September 2009

Cardiff 11 September 2009

Manchester 28 August 2009

Sheffield 16 November 2009

For further information, please call 029 2045 1000 or visit www.altior.co.uk

EFFECTIVE MEETINGS & MINUTES

This course counts towards the training requirements of the SRA for Management Course Stage 2 and Rule 5 for solicitors wishing to be “qualified to supervise.”

Essential details

Half day course - pm.

3 CPD hours.

Trainer: Richard Stone.

Course fees per delegate:

KH member	£145 + VAT
non-member	£195 + VAT

Course fee includes refreshments and materials.

For details on becoming a KH member, please contact us on 029 2045 1000.

Why you should attend this seminar

The course will help delegates hold effective client and internal meetings. It will highlight the importance of preparation, look at how to structure and control meetings; and examine the key questioning and listening techniques which are an integral part of successful meetings.

Who should attend

- Trainee Solicitors
- Solicitors
- In-house Lawyers
- Team leaders
- Members of ILEX
- Fellows of ILEX

Key benefits

By the end of the course, delegates will be able to:

- Understand the importance of preparing for meetings
- Get the most out of attending meetings
- Hold meetings with confidence

Locations & dates

Birmingham	4 September 2009
Cardiff	11 September 2009
Manchester	28 August 2009
Sheffield	16 November 2009

For further information, please call 029 2045 1000 or visit www.altior.co.uk

COMMERCIAL AWARENESS

This course counts towards the training requirements of the SRA for Management Course Stage 2 and Rule 5 for solicitors wishing to be “qualified to supervise.”

Essential details

Half day course - am.

3 CPD hours.

Trainers: Chris Sweetman and Chris Street.

Course fees per delegate:

KH member	£145 + VAT
non-member	£195 + VAT

Course fee includes refreshments and materials.

For details on becoming a KH member, please contact us on 029 2045 1000.

Why you should attend this seminar

The most successful lawyers are those who combine technical ability with an understanding of their client's business. This course will help lawyers give commercial advice in context.

Who should attend

- Trainee Solicitors
- Solicitors
- In-house Lawyers
- Members of ILEX
- Fellows of ILEX

Key benefits

By the end of the course, delegates will be able to:

- Demonstrate a better understanding of business, particularly strategy, finance and key business concepts
- Understand what clients really want from their lawyers
- Give advice which is practical, commercial and contextualised

Locations & dates

London

18 November 2009

For further information, please call 029 2045 1000 or visit www.altior.co.uk

EFFECTIVE BUSINESS WRITING

This course counts towards the training requirements of the SRA for Management Course Stage 2 and Rule 5 for solicitors wishing to be “qualified to supervise.”

Essential details

Half day course - pm.

3 CPD hours.

Trainer: Chris Sweetman and Chris Street.

Course fees per delegate:

KH member	£145 + VAT
non-member	£195 + VAT

Course fee includes refreshments and materials.

For details on becoming a KH member, please contact us on 029 2045 1000.

Why you should attend this seminar

This course adopts a modern and progressive approach to business writing. It will help delegates write to clients and colleagues using simple, concise and effective language.

Who should attend

- Trainee solicitors
- Solicitors
- In-house Lawyers
- Other law firm staff
- Members of ILEX
- Fellows of ILEX

Key benefits

By the end of the course, delegates will be able to:

- Understand why business writing differs from academic writing
- Plan, structure and lay out their writing effectively
- Demonstrate their understanding of the rules of punctuation
- Write clearly and know which rules they can break
- Tailor what they write to their audience

Locations & dates

London

18 November 2009

For further information, please call 029 2045 1000 or visit www.altior.co.uk



HOW TO BILL CLIENTS EFFECTIVELY

This course counts towards the training requirements of the SRA for Management Course Stage 2 and Rule 5 for solicitors wishing to be “qualified to supervise.”

Essential details

Half day course - am.

3 CPD hours.

Trainers: John Loosemore and Rhian Jones.

Course fees per delegate:

KH member	£145 + VAT
non-member	£195 + VAT

Course fee includes refreshments and materials.

For details on becoming a KH member, please contact us on 029 2045 1000.

Why you should attend this seminar

Satisfied clients who pay our bills (promptly) are the 'raison d'être' of legal practice. Yet, many firms under bill and at the same time alienate the client - no mean feat!

How billing is handled (not necessarily the amount billed) is the major reason for complaints about service and loss of clients.

This seminar will introduce you to the options for billing your clients and consider how to bill well yet still retain satisfied clients.

Locations & dates

Leeds 20 August 2009

London 17 September 2009

Manchester 3 June 2009



For further information, please call 029 2045 1000
or visit www.altior.co.uk

THE FUTURE OF LEGAL SERVICES

This course counts towards the training requirements of the SRA for Management Course Stage 2 and Rule 5 for solicitors wishing to be “qualified to supervise.”

Essential details

Half day course - pm.

3 CPD hours.

Trainer: Rhian Jones.

Course fees per delegate:

KH member	£145 + VAT
non-member	£195 + VAT

Course fee includes refreshments and materials.

For details on becoming a KH member, please contact us on 029 2045 1000.

Why you should attend this seminar

The nature of law firms is evolving at an ever increasing pace. What shape will law firms take in the future? This course, aimed at junior fee-earners and support staff, looks at changes currently faced by lawyers with a particular emphasis on the Legal Services Act 2007 including, how these affect their work practices and how to introduce and implement change successfully.

Who should attend

- Trainee Solicitors
- Solicitors
- In-house Lawyers
- Paralegals
- Support staff
- Members of ILEX
- Fellows of ILEX

Key benefits

Delegates who attend this course will have a better understanding of the future landscape for legal services and thus be prepared for change and be able to exploit the associated opportunities.

Locations & dates

Leeds	20 August 2009
London	17 September 2009
Manchester	3 June 2009

For further information, please call 029 2045 1000 or visit www.altior.co.uk

NEGOTIATION SKILLS FOR LAWYERS

This course counts towards the training requirements of the SRA for Management Course Stage 2 and Rule 5 for solicitors wishing to be “qualified to supervise.”

Essential details

One day course.

6 CPD hours.

Trainers: Rhian Jones and Phil Lyons.

Course fees per delegate:

KH member £235 + VAT

non-member £470 + VAT

Course fee includes refreshments and materials.

For details on becoming a KH member, please contact us on 029 2045 1000.

Why you should attend this seminar

This practical workshop is for lawyers of all disciplines. It is particularly suitable for less experienced negotiators. The aim of the course is to ensure that you will feel more confident going into any negotiation and that you understand and develop the skills necessary to achieve the best possible results for your clients.

Who should attend

- Trainee Solicitors
- Solicitors
- In-house Lawyers
- Lawyers
- Members of ILEX
- Fellows of ILEX

Key benefits

This delegate will develop a better understanding of the skills involved in being a successful negotiator.

Locations & dates

Cardiff	19 October 2009
Liverpool	6 July 2009
London	29 May 2009 7 August 2009
Manchester	19 June 2009
Sheffield	19 May 2009

For further information, please call 029 2045 1000
or visit www.altior.co.uk

INTRODUCTION TO PRESENTING

This course counts towards the training requirements of the SRA for Management Course Stage 2 and Rule 5 for solicitors wishing to be “qualified to supervise.”

Essential details

One day course

6 CPD hours

Trainer: Katie Dignan.

Course fees per delegate:

KH member	£235 + VAT
non-member	£470 + VAT

Course fee includes refreshments and materials.

For details on becoming a KH member, please contact us on 029 2045 1000.

Why you should attend this seminar

Making effective presentations is a vital and integral part of a solicitor’s work - it can help you keep and win clients, and enable you to stand out within your organisation from an early stage. Yet many solicitors lack the confidence and some of the skills required to present successfully. This course will help you become more confident and proficient in making presentations to a range of audiences and in various situations

Who should attend

- Trainee Solicitors
- Solicitors (0 – 3 yr PQE)
- In-house Lawyers
- Anyone who feels they need more confidence in presenting

Key benefits

- This course will allow you to fulfill your potential when meeting new people
- It will improve your presentation skills

Locations & dates

Liverpool	8 October 2009
London	24 April 2009
Newcastle	29 June 2009

For further information, please call 029 2045 1000 or visit www.altior.co.uk

HOW TO BOOK

Telephone, email & fax

Call us on 029 2045 1000,
email beth@altior.co.uk
or fax 029 2045 9900.

You may pay by debit/credit card over the telephone or send a cheque (payable to Kaplan Altior) by post the same day.

Post

Complete and send the booking form to the address below, together with your cheque (payable to Kaplan Altior).

Course fees per delegate:

Time & Stress Management for Lawyers

KH member	£235 + VAT
non-member	£470 + VAT

Recruitment Interviewing Skills

KH member	£165 + VAT
non-member	£275 + VAT

Making Appraisals Work

KH member	£165 + VAT
non-member	£275 + VAT

Essential Coaching Skills

KH member	£165 + VAT
non-member	£275 + VAT

Supervising Trainee Solicitors

KH member	£165 + VAT
non-member	£275 + VAT

Handling Difficult People

KH member	£145 + VAT
non-member	£195 + VAT

Building Rapport with Clients

KH member	£145 + VAT
non-member	£195 + VAT

Effective Client Interviewing

KH member	£145 + VAT
non-member	£195 + VAT

Effective Meetings & Minutes

KH member	£145 + VAT
non-member	£195 + VAT

Commercial Awareness

KH member	£145 + VAT
non-member	£195 + VAT

Effective Business Writing

KH member	£145 + VAT
non-member	£195 + VAT

How to Bill Clients Effectively

KH member	£145 + VAT
non-member	£195 + VAT

The Future of Legal Services

KH member	£145 + VAT
non-member	£195 + VAT

Negotiation Skills for Lawyers

KH member	£235 + VAT
non-member	£470 + VAT

Introduction to Presenting

KH member	£235 + VAT
non-member	£470 + VAT



HOW TO BOOK

In-house programmes

Please contact our Business Development Director, Barbara Anderson, on 029 2045 1000 for details about how these courses can be run in-house at your firm.

Kaplan Altior will endeavour to accommodate delegates with disabilities, specific learning difficulties or with medical conditions which affect their studies or the sitting of examinations. Please discuss your needs with us asap.

terms & conditions apply - see www.altior.co.uk

Details correct as at date of print - April 2009

Kaplan Altior

136 Newport Road, Cardiff CF24 1DJ

dx: 33035 Cardiff 1

tel: 029 2045 1000

fax: 029 2045 9900

email: info@altior.co.uk

www.altior.co.uk



BOOKING FORM

web

Business Skills Courses

Please complete the details below in BLOCK CAPITALS.

We wish to make a booking for the delegate(s) named below and enclose a cheque for the full amount of

£ made payable to Kaplan Altior.

Time & Stress Management for Lawyers

KH member delegate(s) at £235 per person £

non-member delegate(s) at £470 per person £

Recruitment Interviewing Skills

KH member delegate(s) at £165 per person £

non-member delegate(s) at £275 per person £

Making Appraisals Work

KH member delegate(s) at £165 per person £

non-member delegate(s) at £275 per person £

Essential Coaching Skills

KH member delegate(s) at £165 per person £

non-member delegate(s) at £275 per person £

Supervising Trainee Solicitors

KH member delegate(s) at £165 per person £

non-member delegate(s) at £275 per person £

Handling Difficult People

KH member delegate(s) at £145 per person £

non-member delegate(s) at £195 per person £

Building Rapport with Clients

KH member delegate(s) at £145 per person £

non-member delegate(s) at £195 per person £

Effective Client Interviewing

KH member delegate(s) at £145 per person £

non-member delegate(s) at £195 per person £

Effective Meetings & Minutes

KH member delegate(s) at £145 per person £

non-member delegate(s) at £195 per person £

Commercial Awareness

KH member delegate(s) at £145 per person £

non-member delegate(s) at £195 per person £

Effective Business Writing

<input type="checkbox"/>	KH member delegate(s) at £145 per person	£
<input type="checkbox"/>	non-member delegate(s) at £195 per person	£

How to Bill Clients Effectively

<input type="checkbox"/>	KH member delegate(s) at £145 per person	£
<input type="checkbox"/>	non-member delegate(s) at £195 per person	£

The Future of Legal Services

<input type="checkbox"/>	KH member delegate(s) at £145 per person	£
<input type="checkbox"/>	non-member delegate(s) at £195 per person	£

Negotiation Skills for Lawyers

<input type="checkbox"/>	KH member delegate(s) at £235 per person	£
<input type="checkbox"/>	non-member delegate(s) at £470 per person	£

Introduction to Presenting

<input type="checkbox"/>	KH member delegate(s) at £235 per person	£
<input type="checkbox"/>	non-member delegate(s) at £470 per person	£

Plus VAT at 15%	£
Total	£

contact's full name	Ms/Mrs/Miss/Mr
correspondence to be sent to delegate <input type="checkbox"/> or contact <input type="checkbox"/>	
firm's name and address	
DX	
telephone	
fax	
training contact for firm	
training contact's email	

Name(s) or delegates(s): Please use block letters and continue on a clearly labelled separate sheet if necessary.

title	first name	surname
position in firm		SRA roll number
course date		course venue
delegate's mobile*		delegate's email**

* To be used only to advise delegates of late course changes
 ** Please only include an email address if it is a suitable address (i.e reliable and regularly checked, not temporary) for us to send important course and other information to.

Return this form to: Kaplan Altior, 136 Newport Road, Cardiff, CF24 1DJ. dx: 33035 Cardiff 1
 tel: 029 2045 1000 fax: 029 2045 9900 e-mail: info@altior.co.uk www.altior.co.uk