

High Impact Learning

Participative Style

Full Time Consultants

590,000 Participants

LDL Open Programmes



JAN-DEC 2010



Leadership
Development

www.ldl.co.uk

Skill+Will:
Learning That
Delivers

Skill+Will™ Learning That Delivers

Robin Fielder
Managing Director



The Senior Management Programme

Leadership & Teambuilding

Dear Client

'Absolutely fantastic', 'Loved it!'
'The most worthwhile time I've spent in years.'

That's how delegates attending a recent LDL programme described their experience.

At LDL we are passionate about developing the most modern, most effective Leadership & Sales solutions in the market place.

Skill+Will™

At LDL we believe in possibilities. We believe in the potential of people to outperform themselves consistently. And it's our job to help individuals develop this belief within themselves.

That's why, alongside developing the necessary practical capabilities, you'll find our learning also helps evoke the right mindset. For a self-propelled workforce.

High Energy Learning

Whether you attend one of our open courses or invite us to develop a bespoke in-company programme, you will find the same combination of Skill+Will™, full time consultants and LDL's infectious enthusiasm in everything we do.



Leadership 2-4
Communication 4-5
Service Excellence 5
Sales 6-7
Robin Fielder Seminars 8

Skill+Will™ LDL

Three Days*

Today's Senior Management task is changing in focus. Three components especially require close attention: developing people, strategic planning and managing change.

Designed for directors and senior managers, the course is an excellent management development programme for executives from any function. Managers in their first general management role or those about to be promoted to top management will find it especially useful.

Delegates will learn

- The role of the senior manager.
- The skills of leadership in management.
- How to use strategic thinking and planning techniques.
- The importance of vision, values and culture.
- How to inspire and energise your people.
- How to keep everyone goal orientated.
- How to use 'accountabilities'.
- How to build effective teams.
- How to use performance appraisals.
- How to conduct effective meetings.
- How to build a learning organisation.
- How to successfully introduce change.
- How to stimulate creativity, solve problems and innovate.
- How to improve succession planning.
- How to improve presentation style.

Mar 9-11.

Jun 8-10.

Oct 5-7.

£1495+VAT

*Held near Windsor, this programme is fully residential & the fee does not include accommodation.

Two Days

Ten well led people will easily out perform thirty who are badly led. The route to management excellence is to get people not only to do things willingly, but to do them whilst giving the very peak of their performance. This requires leadership skills.



Participants learn a range of skills that make people passionate about their jobs. Skills which win their commitment and have a positive effect on motivation and team performance.

Delegates will learn

- How to move from management to leadership.
- How to analyse your leadership style.
- 8 steps to create a winning team.
- How to coach, delegate, support and motivate.
- How to communicate.
- How to use the leadership models.
- How to empower others.
- How to make decisions.
- How to set clear goals for self and others.
- How to introduce change.
- How to resolve people issues. Assertiveness.
- How to maintain effectiveness under pressure.

Feb 24-25.

May 11-12.

Sept 7-8.

Nov 24-25.

£895+VAT



Professional Sales Management

Two Days

How to improve the performance of each member of your sales team. And how to do it profitably. The course centres on improving sales people by combining performance improvement techniques with the correct leadership style.

Participants discover new ways to inspire greater teamwork and co-operation from others. The end result is a smoother running, more motivated, more productive sales team.

Delegates will learn

- How to motivate a sales force.
- How to recognise and cure the demotivators.
- How to design and implement the right sales improvement system for your company.
- How to set targets.
- How to make the average performer think like a winner.
- How to delegate.
- How to use the leadership models.
- How to structure and run a sales meeting.
- How to recruit a sales team.
- How to conduct performance appraisals.
- How to coach, praise and provide constructive criticism.
- The importance of attitude development.
- How to design competitions.

Mar 2-3.
May 11-12.
Jul 13-14.
Sept 7-8.
Nov 9-10.
£995+VAT

Project Management

Two Days

Project management is fast becoming a hot discipline. Downsizing, outsourcing and the accelerating pace of change means that increasingly work is carried out on a one-off project basis.

Get a solid understanding of project management with this comprehensive introductory course. Participants learn to manage each stage of the project life cycle, get the most from their project management team and deliver results on time and within budget.

Delegates will learn

- Why project management?
- How to use the 5 step project management model.
- How to set realistic, measurable objectives.
- How to establish roles and responsibilities.
- How to evaluate and manage risk.
- How to establish a project monitoring and control system.
- How to use PERT, CPA and GANTT charting techniques.
- How to handle project meetings.
- How to recover from unforeseen setbacks.
- How to succeed in the high-responsibility / low-authority environment.
- How to get the best out of teams.
- How to motivate, coach and delegate.
- How to use leadership and communication skills.

Feb 10-11.
Apr 27-28.
Jul 14-15.
Oct 19-20.
Dec 1-2.
£895+VAT

Finance for Non-Financial Managers

Two Days

Money is the language of business. The ability to understand and analyse financial data is essential for successful management. This two-day course is designed to help executives come to grips with the fundamentals of finance and accounting.

The content transforms the jargon, concepts and ratios of finance into a set of straightforward business tools the non-financial manager can use every day to sharpen performance.

Delegates will learn

- The manager's role and responsibility.
- Profit vs cash.
- How money moves within a business.
- How to read and interpret the three basic financial statements. Profit and loss. The balance sheet. Cashflow forecast.
- What to look for in a set of accounts.
- How to differentiate between cashflow, revenue and capital.
- How to use ratios to analyse performance.
- How to compile a realistic budget.
- How to manage a budget once you've got it.
- Profit centre and cost centre reporting.
- Management vs financial accounts.
- How to establish pricing policy.
- Introduction to costing methods – marginal, absorption and standard.

May 11-12.
Oct 19-20.
£945+VAT

Introduction to Management

Two Days

Management is a profession in its own right, with its own skills, techniques and knowledge, and like any other profession it has to be learned.

The move into management is a big step for most people. They want to do well and deserve top-rate training. This highly practical course focuses on the human relations aspects of management and provides a superb foundation for managers from any function.

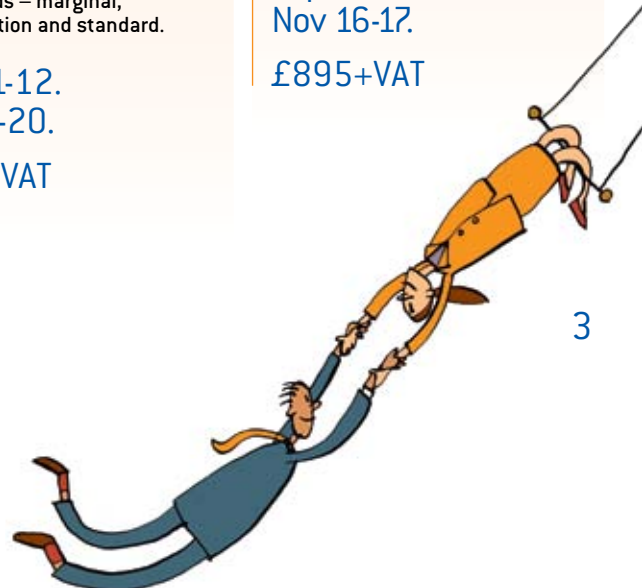
Delegates will learn

- How to get results through others.
- How to delegate and supervise.
- How to communicate. Keeping it two way.
- How to conduct counselling and appraisal interviews.
- How to handle difficult people.
- How to solve problems and make decisions.
- How to plan, organise and manage your time.
- How to instill enthusiasm.
- How to coach, praise and give constructive criticism.
- How to use leadership skills.
- How to build team spirit.

Jan 19-20.
Mar 17-18.
May 18-19.
Jul 20-21.
Sept 14-15.
Nov 16-17.
£895+VAT

“ I feel that I must congratulate you on the astounding training course you ran. The course's intensiveness, practical approach, structure and scope were incredibly effective. ”

I.R. LONDON STOCK EXCHANGE



Performance Coaching Skills

One Day

Coaching is one of the most important acts of leadership. Successful executives recognise that to get things done they must 'grow' people to their full potential. Outstanding performance must be drawn from every member of the team.

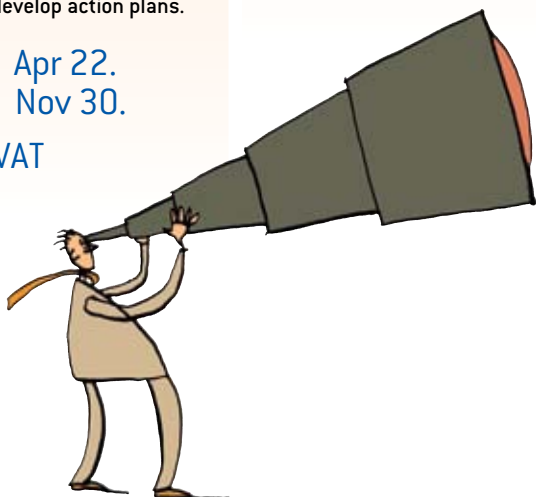
Performance appraisals are not enough. Organisations need to create a culture where coaching and feedback occur as a routine part of each day. Being less of a boss and more of a coach is fundamental to modern management.

Delegates will learn

- Why coaching is important.
- What coaching is (a set of interpersonal skills) and what it isn't (telling others what to do).
- Are you a good coach? 7 questions to ask yourself.
- How to set the scene and prepare for coaching.
- 8 steps towards a structured approach.
- How to handle practice and demonstration sessions.
- How to give and receive feedback.
- How to be supportive and approachable.
- How to coach top performers.
- How to coach difficult people.
- How to handle mistakes and below average results.
- How to use performance standards.
- How to develop action plans.

Jan 28. Apr 22.
Aug 24. Nov 30.

£495+VAT



Effective Time Management

One Day

Time is the only commodity that cannot be banked, stored or saved. It can only be spent. Time management is the core skill of life. To be effective every manager must be a superb time manager. However many managers spend too much time on low priority work.

This challenging, fast moving course is about how to get things done.

Delegates will learn

- How to use the principles of time management.
- How to set priorities.
- How to use short term and long term planning.
- Urgent versus important tasks.
- How to use deadlines.
- How to handle paperwork.
- How to delegate effectively.
- How to run efficient, focused meetings.
- How to overcome procrastination.
- How to eliminate time-wasters.
- How to maximise your return on energy.

Feb 25.
May 13.
Jul 6.
Sept 28.
Nov 24.

£495+VAT

The Executive PA

One Day

The executive PA is a pivotal part of an organisation's leadership team. You are expected to run the office, handle multiple priorities, manage the support team and often manage senior people on the boss's behalf. All with a calm, 'I can handle it' approach.

Success in this increasingly important role requires teamwork, skill and confidence. This highly participative and challenging programme brings you all the professional skills you require to develop your full potential.

Delegates will learn

- The role of the executive PA.
- The importance of credibility and professional image.
- How to manage your boss/more than one boss.
- How to set priorities and handle interruptions.
- How to use assertiveness skills, saying 'no' constructively.
- How to handle difficult people and situations.
- Managing others – how to motivate, delegate, supervise, problem solve.
- Great questioning and listening skills.
- How to influence when you have no 'authority'.
- How to negotiate with suppliers.
- How to build self-confidence.
- Key business writing and minute taking skills.
- How to deal with workload pressure. Time and energy management.

Feb 23. May 27.
Sept 29. Dec 8.

£495+VAT

Dynamic Presentation Skills

Two Days

Many executives have excellent ideas. They have the enthusiasm. But when they stand up, they lose them both. This course is the solution. The emphasis throughout is on individual tuition. Video recordings are used so participants can see themselves as others see them.

In every organisation there is a critical shortage of good presenters. No skill opens more doors, creates more visibility or motivates more effectively. The techniques are equally effective with an audience of one or an audience of hundreds.

Delegates will learn

- How to overcome nervous tension and apprehension.
- How to prepare notes which are easy to use.
- How to structure a presentation.
- How to keep people on the edge of their seats.
- How to sell on your feet.
- The importance of enthusiasm.
- How to use stories, analogies and examples.
- How to deal with hecklers and whisperers.
- How to use your eyes.
- How and when to use visual aids.
- How to use your hands to illustrate, reinforce and punctuate.
- How to use your voice. Pitch, pause and pace.
- How to close for action.

Jan 21-22.
Mar 23-24.
May 25-26.
Jul 15-16.
Sept 21-22.
Nov 29-30.

£895+VAT

**Skill
Will**

Train The Trainer

Two Days

As organisations become more and more people orientated, the demand for quality training has never been greater. Companies want their people developed to their full potential. Many organisations are now also offering training to their customers as part of their service.

The course clearly identifies the challenge of good training – you must both transfer knowledge and inspire people to use it. The content is highly participative and reflects the premise that people learn best by doing.

Delegates will learn

- How to identify training requirements.
- How to use training as a motivator and team builder.
- How to identify individual learning styles.
- How to differentiate between knowledge, attitude and skill.
- How to structure a course.
- How to design support materials.
- How to run a role-play.
- How to deal with a difficult group.
- How to manage a syndicate session.
- How and when to use films, CCTV, action plans, quizzes and competitions.
- How to control nerves and make them work for you.
- How to use your hands, voice and eyes.
- How to use visual aids.

Mar 10-11.
Oct 5-6.

£995+VAT

Business Writing Skills

One Day

To be successful at any level in business it is necessary to write well. On paper and on screen the skills of clear, relevant and punchy expression are essential to your company image.

Step-by-step participants learn how to organise their thinking, marshal their ideas and structure their work.

Delegates will learn

- How to start the writing process, from the blank screen or page.
- How to create an instant connection with the reader.
- How to clarify the purpose of the writing.
- How to choose the appropriate tone and style.
- How to gather information and organise your ideas.
- How to prepare the rough draft.
- How to write vigorously and assertively.
- How to edit material and purge redundant words.
- How to lay out written work using the correct conventions.
- How to avoid common errors in punctuation and grammar.
- How to write business letters, basic reports, memos and e-mails.

Feb 9.
Apr 29.
Jun 8.
Aug 25.
Oct 19.
Dec 9.

£495+VAT

Assertive Communication

One Day

Assertive communication is effective communication. It's how to deal confidently and successfully with the people around you. Assertive people feel in control, they achieve win-win outcomes in any interpersonal transaction.

Assertive people communicate self-respect AND respect for others. They build co-operation within a team and between teams. They make their point persuasively without threatening or putting others down. The course provides a stream of tried and tested ideas to improve communication effectiveness. You'll get a confidence boost every time you use them.

Delegates will learn

- What is assertiveness.
- How to recognise aggressive, assertive and non-assertive behaviour.
- How others influence you.
- How to be assertive in meetings.
- 9 assertive techniques.
- How to say 'no'.
- How to negotiate a compromise.
- How to give and receive feedback/criticism/praise.
- How to keep people working with you not against you.
- How to use body language and voice control.
- How to handle conflict.
- How to manage your inner dialogue.
- How to project a confident, positive image.

Jan 28.
Apr 22.
Aug 26.
Nov 25.

£495+VAT

Service Excellence Skills

One Day

The customer revolution is here to stay. As products and services become more and more alike, the competitive edge comes from the experience the customer has with your organisation.

This highly participative course provides your front line staff with all the necessary skills and personal motivation to provide outstanding customer service.

Delegates will learn

- How to 'delight the customer'.
- How to recognise the two sides of service – material and personal.
- How to make the customer feel important.
- How to recognise both your internal and external customers.
- How to handle complaints and difficult situations.
- How to keep enthusiastic.
- How to calm an upset customer.
- The importance of teamwork.
- How to sound great on the phone.
- How to increase your boss's confidence in you.
- How to sell your ideas.
- How to develop a 'be the best' attitude.
- How to build lasting customer relations.

Mar 23. Jun 9.
Oct 13.

£495+VAT

“ I have yet to organise another programme which has stimulated so much positive feedback from delegates so unanimously! ”

D.L. NESTLÉ UK



The New Professional Selling Skills

Two Days

This hugely successful foundation programme is designed to give sales people of all levels a complete coaching in the modern consultative-partner selling skills demanded by today's market place.

The programme coaches sales strategies in a definable, precise way. Participants learn to become a trusted adviser and use questions not reasons as their main persuasive tools.

The end result inspires people and generates an immediate improvement in productivity.

Delegates will learn

- The principles of consultative-partner selling.
- How to make appointments by telephone.
- How to open the sales interview.
- How to use questioning skills to uncover requirements.
- How to establish trust.
- How to use the LACPOMAC® selling sequence.
- How to sell against competition.
- How to handle and pre-handle objections.
- How to handle "I want to think about it".
- How to build the relationship.
- How to develop unshakeable confidence.
- How to use attitude development.

Jan 19-20. Feb 16-17.
Mar 17-18. Apr 20-21.
May 18-19. Jun 22-23.
Jul 20-21. Aug 23-24.
Sept 14-15. Oct 12-13.
Nov 16-17. Dec 6-7.

£895+VAT

Professional Negotiating Skills

Two Days

Negotiating skills are vital. No other form of training has such an immediate measurable effect on the bottom line. Negotiation is a major factor in profitability.

This powerful course is about commercial negotiating skills. It is designed for sales people, sales managers, key account executives and any manager involved with negotiating win-win outcomes. The course clearly defines the core of negotiation as 'both move'. Nothing, absolutely nothing, is given away free. The highly participative content shows you how to achieve this whilst leaving the other party satisfied with the outcome.

Delegates will learn

- What makes for good negotiation skills.
- The 11 laws of bargaining.
- How to use the LDL 12 step planning guide.
- How to determine your negotiable variables.
- Tactics and countermeasures.
- How to use the 5 step negotiating structure.
- Negotiating styles.
- How deadlines and pressure affect the outcome.
- How to recognise the sources of power.

Feb 23-24.
Apr 27-28.
Jun 9-10.
Aug 25-26.
Oct 26-27.
Dec 8-9.

£895+VAT

Telephone Selling

Two Days

Never before has telephone selling had such an important role in the market place. Its obvious cost effectiveness is making it a vital growth area. This course sets out to provide a stream of ideas to improve telephone selling skills.

Both the incoming and the outgoing call are discussed in detail. The course is suitable for all who sell on the telephone. Each participant leaves with a telephone technique specially developed for their business. They return to the office with all the necessary energy, enthusiasm and skill.

Delegates will learn

- How to convert enquiries into sales.
- How to build and upgrade the incoming order.
- How to handle difficult customers.
- How to find new business.
- How to sell an idea.
- How to open the presentation.
- How to structure the call.
- How to sell yourself.
- How to control the conversation.
- How to ask for the order.
- How to handle and pre-handle objections.
- How to establish lasting customer relations.
- How to maintain correct attitude throughout the day.
- How to overcome discouragement.
- How to follow up.

Jan 26-27.
Mar 10-11.
May 25-26.
Jul 13-14.
Sept 21-22.
Nov 3-4.

£645+VAT

Major Account Selling

Two Days

Whatever your organisation sells it is likely that 80% of your profits come from just 20% of your customers. These customers are your key accounts.

This course is designed to give your sales people all the necessary skills to make LARGE sales to LARGE customers. Many companies have been transformed by their sales team learning and using these techniques.

Delegates will learn

- How selling is changing.
- The difference between selling and account management.
- How to unravel structure and politics.
- How to sell to multiple decision makers.
- How to analyse the customer's buying cycle.
- How to use 'gap analysis'.
- How to become a profit improvement specialist.
- How to sell against competition.
- How to reduce the perception of risk.
- How to present your proposals.

Feb 10-11. Jul 6-7.
Oct 6-7.

£945+VAT



“ All our new business sales people have been through the LDL Professional Selling Skills programme and the results have been absolutely FANTASTIC!” ”

Fee Negotiation for Professionals

One Day

How to handle the fee challenge. In recent years a major issue affecting the profitability of professional organisations has been the challenge to fees.

In particular there has been serious concern about retrieving reasonable returns for assignments which overrun and the danger of shredding fees when bidding for a competitive tender. With special emphasis on the actual words and phrases to use, this fast-moving, unique day will equip you with all the necessary skills. For accountants, lawyers, consultants, bankers, brokers, architects, surveyors and anyone else who encounters a client challenge to fees.

Delegates will learn

- How to bid for a competitive tender.
- A system to handle the fee challenge.
- How to avoid the major errors.
- The win-win myth.
- The psychology of fee negotiation.
- How to "build value".
- How to negotiate overruns.
- How to indicate your bottom line.
- How to deal with a competitor's 'low ball' quote.
- How to handle "are you prepared to match" and "split the difference."
- Tactics and countermeasures.
- How aspiration levels affect the outcome.

Mar 10.
Jun 15.
Oct 7.
£495+VAT

For Telephone bookings and further information call us on

+44 (0) 20 7381 6233
www.idl.co.uk

Making Appointments by Telephone

One Day

Making appointments with new prospects is where selling begins. Anyone who has ever made a cold call, or followed up after they've sent out literature, knows that it's a much more difficult task than making a face-to-face call.

On this highly practical course, appointment makers learn how to overcome call reluctance and get gatekeepers on their side. Once through to the right person they learn how to open the conversation, what to say to keep the conversation going, and how to help the prospect to quickly realise the value in finding out more.

Delegates will learn

- How to structure each call.
- How to develop a basic script that works.
- How to handle gatekeepers.
- How to sound confident - not pushy.
- How to qualify quickly and efficiently.
- How to handle negative responses.
- How to ask key questions.
- How to handle the early price challenge.
- How to build instant rapport.
- Why ending a call with 'Keep us in mind' is hopeless, and what to say instead.
- How to get attention with voicemail.
- How to use your personality.
- How to ask for the appointment.

Mar 18.
Jun 17.
Oct 5.
£495+VAT

Tailored In-Company Solutions

LDL's hugely successful Skill+Will learning solutions operate across two main streams of activity:

- Leadership and Management
- Sales and Negotiation

Bespoke Design

We customise, design and tailor-make our solutions to give you both the skill to win and the will to win you are looking for. Condensed, high-resolution learning, that not only hits the mark, but achieves enduring change.

In addition, **performance consulting, training needs analysis, presentation doctor, coaching, 360 feedback** and **elearning** are all available to help you achieve your business goals. Call us on **+44 (0)20 7381 6233** for details.

Skill+Will

"Your skill in interpreting the brief, selecting relevant material, and delivering it in the correct style for the group, is testimony to your professionalism, and the consistency of the LDL approach."

KIMBERLY-CLARK

"Superb, excellent, wonderful! – some of the words from our managers' critique sheets. And these are not people who are inclined to heap praise on anyone."

MAZDA



A selection of clients for whom we have delivered bespoke training

Abbey
Barclays
Bass
Bayer
British Airways
British Gas
BT
BUPA
Capital Radio
Carlsberg Tetley
Carphone Warehouse
Chamber of Commerce
CISCO
Compassion in World Farming
Computacenter
Co-operative Bank
Daily Mail
Dell
DHL
Diesel
Dun & Bradstreet
Environmental Agency
Ernst & Young
Evening Standard
Financial Times
Fujitsu ICL
Halifax
Hays
Hitachi
Honda
ING Barings
Institute of Direct Marketing
JP Morgan
Kirklees Metropolitan Council
Kodak
Lego
Lloyds TSB
London Stock Exchange
Mazda
Merrill Lynch
Mirror Group Newspapers
Moat House Hotels
National Grid
Nationwide
NatWest
Nike
Nissan
Office Angels
Orange
Pfizer
PricewaterhouseCoopers
Reuters
Rolls Royce
Royal & Sun Alliance
Royal Bank of Scotland
Scottish Parliament
Scottish Power
Standard Life
Thomas Cook
Thomson Group
Toshiba
Toyota
Transport for London
University of Warwick
Virgin
Volkswagen
Weetabix
Wella UK

TESTIMONIALS AND CASE HISTORIES AVAILABLE ON REQUEST

Highly concentrated, focused and challenging, these intensive programmes offer a highly time-effective way to keep your people at peak performance. For telephone bookings and further information call us on +44 (0)20 7381 6233.

Inspirational Leadership

One Day

You want results.
They want leadership.

Inspirational leaders breathe life, confidence and 'can-do' into the organisation. They unlock discretionary effort. They move us. People work for a manager, they do their best for a leader. Earning this extra effort is your leadership challenge – discover how at this seminar.

The programme is literally bursting with dozens of tried and tested ideas you'll be able to use immediately. It shows you how to boost productivity and boost it quickly. It will challenge you, make you more versatile and more sure of your approach.

Leeds Feb 23.
London Mar 4.
London Jul 8.
Leeds Oct 21.
London Nov 11.
£399+VAT

"Absolutely fantastic"

SR, BRANCH MANAGER, THE ROYAL BANK OF SCOTLAND

"Thank you for what was without doubt the most useful training day I have ever experienced"

SM, DIRECTOR, ANDERSON SPRATT

Big Ticket Selling

One Day

How to sell to major accounts. This seminar is a state-of-the-art modern sales training programme for the salesperson who sells complex products and services in a multicausal multidecision maker environment.

The highly structured content focuses on the advanced skills demanded by the larger sale.

London Apr 22.
London Jun 24.
London Dec 2.
£399+VAT

"Helped me directly with the sale of one of the biggest sponsorship properties in English football"

AC, FORMER HEAD OF FOOTBALL, IMG WORLDWIDE



Close That Sale! 2010

One Evening

Great strategies to help you sell more, better and faster in today's market

Bursting with new ideas. Buzzing with energy from start to finish. Close That Sale! 2010 gives your people inspired strategies to differentiate themselves by the way they sell.

Today it's about being IN business with the customer not DOING business with them. Your people learn the most up-to-date, flexible, hands on consultative selling techniques and how to put them to work immediately.

London Mar 15.
London Jun 7.
London Nov 18.
£135+VAT

"Quick, EXCELLENT and relevant"

DC, DIRECTOR, MINTEL



How to Book

Simply phone our advisers on +44 (0)20 7381 6233 or return the attached booking form.

Payment is required 14 days before the programme commences. Cancellations received in writing more than 14 days before the programme date will be refunded 80% of programme fee (70% for seminars).

We regret that no refunds are allowed for cancellations or transfers received within 14 days or for non-attendance. Substitutions any time.

Venues

Open programmes are held at carefully selected hotels in the Kensington area of London. The Senior Management Programme is held at a country hotel near Windsor.

In-Company Solutions

All LDL programmes are available on a tailor-made in-company basis at a venue of your choice. Call us for details.

Administration

Fees include comprehensive programme materials, morning coffee, luncheon and afternoon tea. Evening seminars include coffee. If accommodation is required it can be arranged by the programme administrator. Accommodation costs must be settled personally by delegates or their companies and are payable directly to the hotels.

Just Ask LDL

We would like more of your business. We have a team of highly trained advisers waiting to answer your questions and help you choose the right LDL programme for your requirements.

Booking Form

Programme Title:

Programme Dates:

I enclose a cheque for £ programme fee inc VAT made payable to Leadership Development Ltd.

OR, I prefer to pay by: Amex/Diners/MasterCard/Visa A/C No. Exp.

Cardholder name & billing address:

Please use BLOCK CAPITALS and include first name

Name(s):

Company:

Address:

Postcode: Email:

Tel No: Signature:

Skill Will

Please return the Booking Form to the address below

ldl Leadership Development

Leadership Development Ltd
495 Fulham Road London SW6 1HH
T. +44 (0)20-7381 6233
F. +44 (0)20-7381 6918
E. learning@ldl.co.uk

www.ldl.co.uk

VAT No: 242-9589-31