

COURSE PROGRAMME

Technical Industry Knowledge

- 7th October 2014
Introduction to the UK Gas Market
- 21st October 2014
An Introduction to UK Energy Market
- 11th December 2014
The Global LNG Market
- 28th April 2015
An Introduction to UK Energy Market
- 11th June 2015
Introduction to the UK Gas Market

Business Skills and Management

- 9th October 2014
Change Management - Leading successful change
- 6th & 7th November 2014
Negotiation Skills - Persuasive negotiation skills
- 15th January 2015
Commercial Awareness for Engineers - Commercial awareness
- 20th & 21st January 2015
Finance for Engineers
- 17th, 18th & 19th February 2015
New Engineering Manager - Stepping up to management
- 26th February 2015
Writing Tenders - Make a business case
- 12th March 2015 (half day workshop)
Change Management - Respond to change

2014-15

Personal Performance

- 14th & 15th October 2014
Presentation Skills - Present with impact
- 13th November 2014
Managing Time - Organising work and time
- 20th & 21st November 2014
Management Report Writing - Business writing
- 27th November 2014
Customer Service Excellence - Customer care via e-mail
- 2nd & 3rd December 2014
Communication and Influencing Skills - Influencing skills
- 27th & 28th January 2015
Customer Service Excellence - Delivering customer service excellence
- 17th & 18th March 2015
Mentoring Skills - Coaching and mentoring
- 26th March 2015 (half day workshop)
Communication and Influencing Skills - Create positive outcomes
- 7th & 8th April 2015
Customer Service Excellence - Maximising customer service in a technical environment
- 14th & 15th April 2015
Presentation Skills - Presentation masterclass
- 23rd April 2015
Customer Service Excellence - Managing customer service excellence
- 14th May 2015
Innovation and Problem Solving - Creative thinking
- 2nd & 3rd June 2015
Innovation and Problem Solving Skills - Solve problems and make decisions
- 16th & 17th June 2015
Communication and Influencing Skills - Facilitation skills
- 8th September 2015
Customer Service Excellence - Building a customer centric organisation
- 16th, 17th & 18th September 2015
Communication and Influencing Skills - Communicate effectively

To find out more about IGEN's Academy please contact
+44 (0)1509 678166 or membership@igem.org.uk

Book your place at events.igem.org.uk