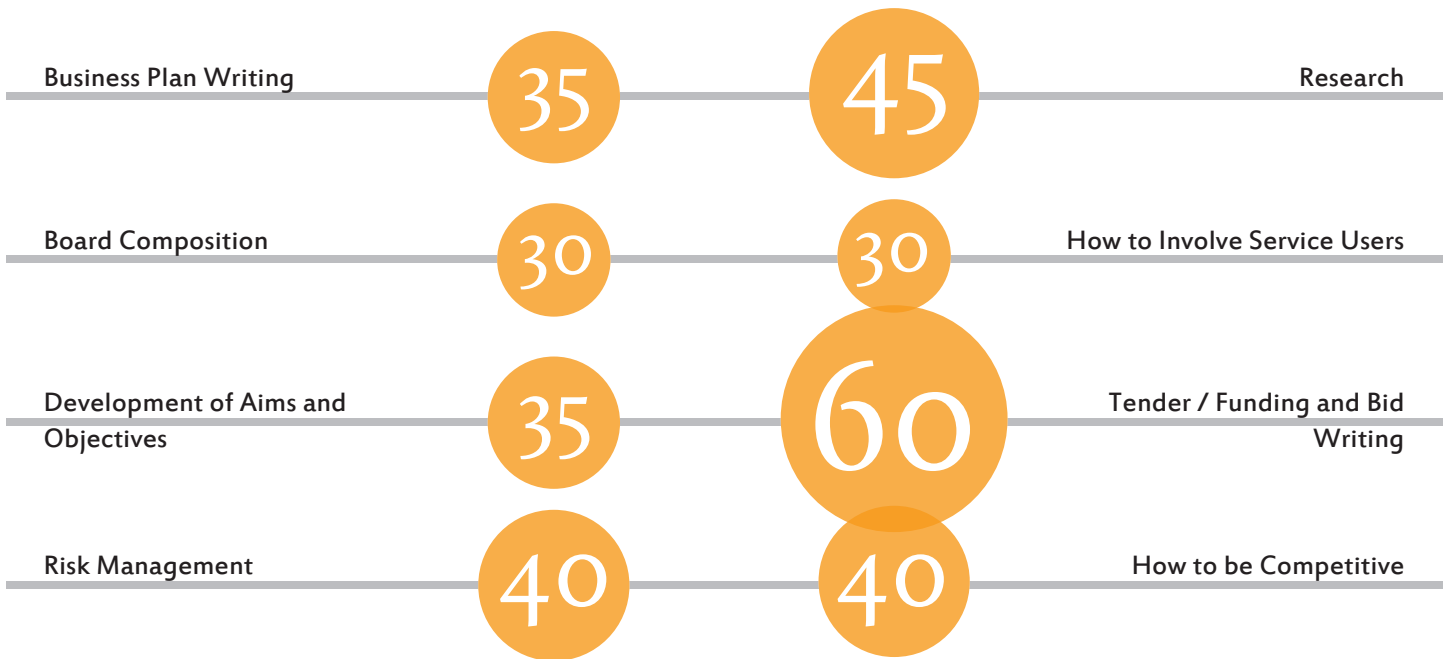
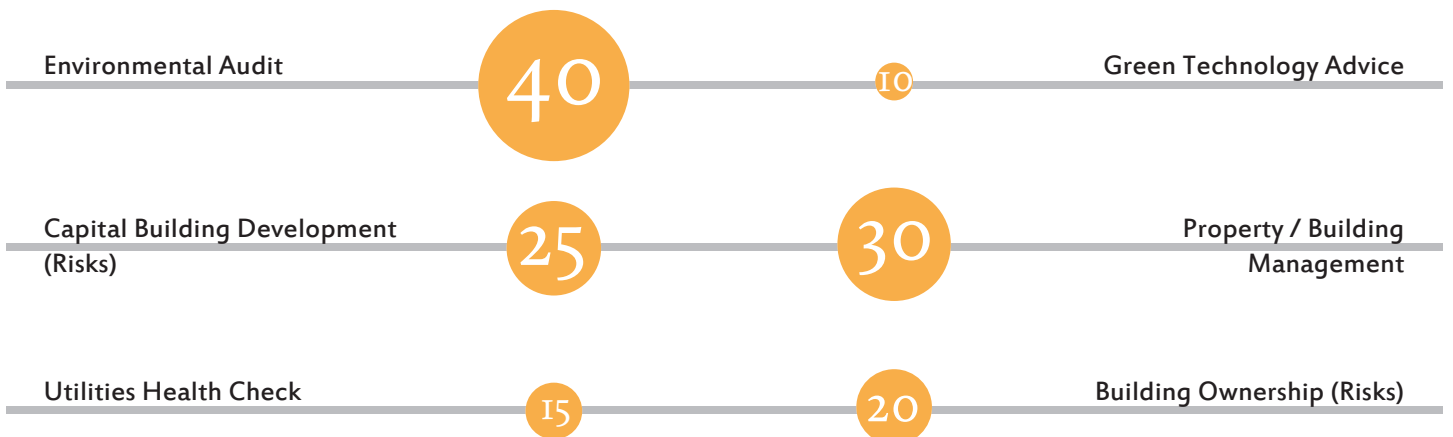


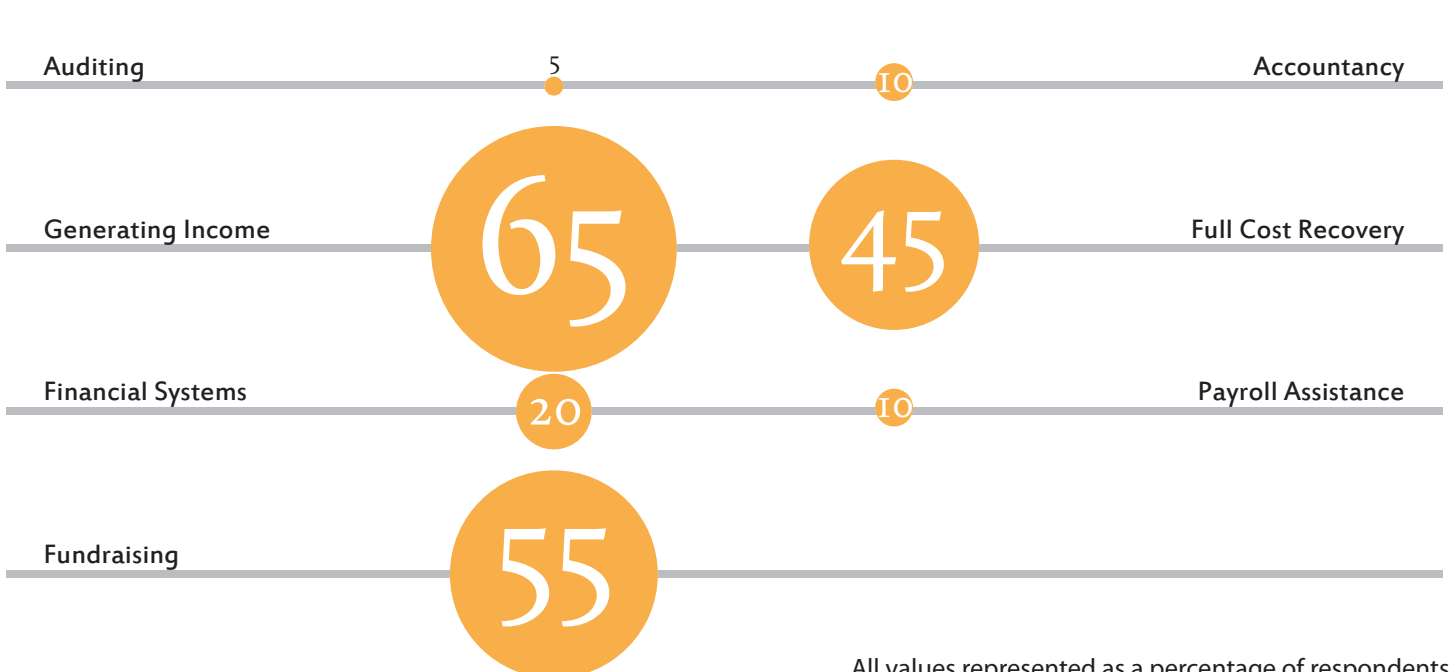
Business Planning



Environmental Issues



Financial



All values represented as a percentage of respondents

Monitoring and Evaluation

Getting Feedback from Service Users

55

60

Monitoring and Evaluation Systems

Policies and Procedures

Creating Policies

25

55

Getting Tender Ready

Legal Requirements

Employment Rights Advice

20

25

Health and Safety

Employer Responsibilities

25

35

Environmental Laws

Legislation You Must Be Aware Of

60

50

Data Protection

Workshops

Board Skills and Development

55

35

Communication Skills

Leadership and Management

30

45

Sales and Marketing

Financial Management

30

45

Computers and Software

Literacy and Numeracy

15

40

Customer Service

Managing Information

50

All values represented as a percentage of respondents