

➔ How to book

You can book all courses online at www.the-centre.co.uk.

Alternatively you can email your booking to info@the-centre.co.uk or call **020 7490 3030**.

➔ Course fees

**Small charity price applies to registered charities with an annual turnover of less than £3m.

*Not-for-profit price applies to all other charities and all other not-for-profit organisations (including public sector and housing).

Standard price applies to all other organisations.

All fees are subject to VAT.

➔ Payment

Once you have placed your booking we will send you an invoice. Payment must be received at least 24 hours before the date of the training course. If you are booking several courses, payment must be received before the date of the first course. You can call us to make payment by credit/debit card or BACS. Alternatively, you can send a cheque made payable to 'the Centre'.

➔ Special requirements

If you have any individual requirements, such as dietary, access or religious, please contact us and we will make every effort to accommodate them. Contact our Open Programme Manager on **020 7490 3030** or kerry.johnson@the-centre.co.uk.

➔ Confirmation of booking

We will send you a confirmation letter via email when we receive your booking. Please contact us if you have not received confirmation within five working days of placing your booking.

➔ Cancellation and transfer policy

Cancellations and transfers must be submitted in writing to info@the-centre.co.uk.

- For cancellations four weeks or more before the training day, we will send a full refund.
- For cancellations less than four weeks, but more than seven days before the course, we will refund half the fee.
- For cancellations within seven days of the course, the full fee will be due.
- If you want to transfer to a different day or course, we will be happy to help.
- If you transfer more than one week, but less than three weeks before the start date, a transfer charge of £50 plus VAT will be payable for each booking transfer.
- If you transfer less than one week before the course date, the full course fee will be due.

You may only transfer once per booking. If you cancel after transferring, the appropriate fee is due. Please note that non-payment and/or non-attendance does not constitute a cancellation. Please see our website for full terms and conditions.

➔ The Centre mailings

If you wish to add, edit or remove your details from our mailing list, please email samantha.clegg@the-centre.co.uk. Thank you.



19 years
of performance
enhancing
training



the-centre
for all your training needs

Autumn **2015**
training
programme

All of these
courses are held
in Central London.

See page 7 if you'd like
to run any of these at
your offices.

book

online at www.the-centre.co.uk

email info@the-centre.co.uk

call **020 7490 3030**

➔ Venue

All courses on the Centre's Open Programme are held at our main training suite in central London. Courses start at 10am and will finish by 4.30pm. Lunch and refreshments will be provided.

The Centre training venue: 140 Old Street, London EC1V 9BJ

Located in central London, our venue is easily accessible by tube, train or bus.

Alternatively, we can come to you. If you have four or more people interested in the same course it could work out cheaper and easier to run it in-company.

Visit www.the-centre.co.uk for more information.

➔ Contact us

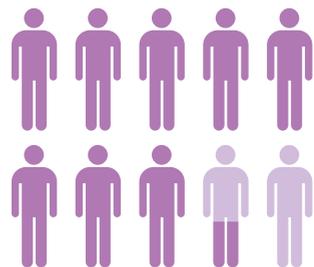
If you have any questions or need any help finding the perfect course for you feel free to contact us. We're always happy to help!

t 020 7490 3030

f 020 7490 3032

e info@the-centre.co.uk

w www.the-centre.co.uk



84%

of the Centre's clients
say that their performance
at work has improved as a
result of their training with
the Centre.



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Moving into management: taking on your first management role



2 ½ days 21-22 September follow-up 2 November 1.30pm-4pm & 20-21 October follow-up 7 December 10am-12.30pm
£655** | £825* | £925

For those embarking on their first management role

This two-and-a-half day course has been specifically designed for people who are stepping onto the first rung of the management ladder. It will increase your understanding of the manager's role and will help you gain confidence and skills, leaving you with a development plan for gaining further management skills. You will cover:

- the manager's role and key responsibilities
- leadership and planning
- motivating and managing your team
- different management styles
- communication skills
- managing with assertiveness
- dealing with issues and difficulties

"The Centre was great and the trainer was very helpful. Not only have I learnt new skills, I have also gained more confidence."
AT, Queen Victoria Seamen's Rest

Moving up in management: extending your management skills

2 ½ days 3-4 November follow-up 14 December 1.30pm-4pm
£655** | £825* | £925

For those with at least two years experience in a management role

If you have been carrying out a management role this course offers you an opportunity to reflect on your experience with others in a similar situation and to catch-up with best practice, especially in relation to managing people. You will cover:

- managing in different organisations
- managing your team and motivating people
- people management: systems and structures
- managing difficult situations
- managing staff in times of stress and change

"The course was spot on – exactly what you need when you're moving up in management and have the basics. The course focused on the needs of the students in the class and not just on what you would typically need to know." VS, Social Housing Law Association

Moving from manager to leader: taking on a senior management role

2 ½ days 23-24 September follow-up 26 October 10am-12.30pm
£655** | £825* | £925

For new and aspiring senior managers and chief executives

If you are a new or aspiring senior manager or chief executive, this programme will help you step up to leading your department or organisation. You will cover:

- leadership in today's climate: what we can do
- from operational to strategic management: moving up a gear
- your organisation, its culture and its impact on your leadership approach
- how power works and making the most of your power
- leading and managing through change
- the leader as communicator
- critical incidents in organisations: how to avoid a crisis

"The two days were excellent. The course has really made me think. It was not just theory but real life advice. There are lots of things I'm going to put into practice as a result of this training."
AP, Diabetes UK

ILM Management Ladder: the Centre's Endorsed Award



For candidates who wish to begin working towards a recognised management qualification, the Centre offers a nationally recognised Institute of Leadership and Management endorsed programme, for any of the three management ladder courses: Moving into management; Moving up in management; or Moving from manager to leader. The course fee covers:

- ILM registration
- Chosen management ladder course
- Assessment of set tasks
- A feedback session

As an ILM registered candidate you will be entitled to ILM student membership which allows you to take advantage of the many excellent learning tools on offer.

The fee for the ILM endorsed course is
£155 + VAT on top of your usual course fee.

Finance skills for non financial managers

2 days 28-29 September £655** | £825* | £925

For anyone who needs to understand their organisation's finances

If you have difficulty communicating with your auditor or your finance department, this is the course for you. We look at every aspect of financial management and use both case studies and your own accounts to illustrate theory in a really practical way. Over the two days you will cover:

- income and expenditure accounts
- balance sheets and how to read them
- building a reliable budget and managing your budget throughout the year
- cashflow statements and what they tell you
- costing a project or product
- profit and loss accounts and how to understand them
- finance terminology

"I was nervous about this programme but I actually enjoyed it. There was a very good pace and varied activities that kept me interested and motivated." HJ, Chartered Society of Physiotherapy

Strategic planning and thinking

2 days 29-30 September £655** | £825* | £925

For managers at any level of an organisation who want to think and plan more strategically

Strategic planning is about getting your team, department or organisation where it needs to go. Starting from knowing where you are and moving to where you want to get to, this course takes you right through the strategic planning process with helpful tools, techniques and ideas for every stage. You will cover:

- challenging assumptions
- looking at the bigger picture
- thinking about strategic outcomes and impact
- ideas and tools to facilitate strategic planning
- how to implement and communicate your plan, and assess its success

"The materials given out on the course were extremely helpful in framing the process of strategic planning and I feel well equipped to tackle the process. The trainer was experienced and knowledgeable."
RA, Association of Colleges

Become an effective consultant

1 day 7 October £345** | £445* | £495

For anyone interested in becoming a consultant this course offers an introduction to the skills and abilities necessary to create a successful consultancy

Are you thinking about taking the first step to becoming a consultant? Can you analyse information and construct a recommendation on a course of action? Do you have good communication, observation and character analysis abilities? Then you could be a good candidate to provide business consulting services. You will cover:

- creating relationships – the first meeting
- communicating for consultants
- managing projects and the consultancy cycle
- marketing your consultancy
- shaping client expectations
- building credibility
- improving your presentation style

"This course exceeded my expectations! Everything about the training has been excellent, from great facilities and helpful, friendly staff to a great trainer." EW, The Citizenship Foundation

Handling difficult people and situations: essential tools



1 day 7 October £345** | £445* | £495

For managers who want to deal with challenging attitudes

Many of us face difficult encounters with colleagues which can have serious repercussions for the whole staff team. This course will equip you with tools and techniques for dealing with different types of situations, giving you the confidence and understanding you need for effective management of difficult situations. You will learn how to effectively communicate with difficult team members whilst ensuring a positive outcome. You will cover:

- knowing how and when to tackle issues
- understanding other people's motivations
- identifying and dealing with behavioural problems before they happen
- dealing with conflict and aggression
- how to build your confidence and assertiveness

"The course looked at personal situations and addressed how we could deal with them. I found the course extremely helpful and am looking forward to applying what I have learnt." CS, Harrison Housing



Team leader skills: building and leading a high performance team

1 day 9 October £345** | £445* | £495

For anyone who wants to enhance their team's performance

This course looks at the role of the supervisor in putting together and leading a high performance team. We will explore all aspects of team leadership, including recruitment, personal leadership, managing team communication and dealing with common difficulties faced by team leaders. The course offers a range of tried and tested tools, techniques and models to guide the new and aspiring team leader. You will cover:

- building the perfect team
- managing yourself as team leader
- directing your team's work
- inspiring and motivating your team
- common challenges for team leaders

"I enjoyed the course as it was fast-paced and fun. If you enjoy what you are learning it's more likely to stay with you."
SP, Brompton Bicycle

Coaching skills for managers

1 day 12 October £345** | £445* | £495

For anyone who manages, supports or coordinates other people

Coaching is an invaluable tool for managers who want to motivate and support their team to improve performance and manage change. Coaching is increasingly recognised as a flexible and effective way of supporting staff to develop new skills and confidence. This course is designed to help line managers understand coaching, how coaching fits with effective management and to acquire practical techniques to use in their everyday work. You will cover:

- how coaching fits into management
- how a coaching relationship can make a difference
- coaching models and different approaches
- getting started and focusing on outcomes
- overcoming fears and supporting change

"It was the best course I have done whilst at my organisation. The trainer was engaging, knowledgeable and gave a range of techniques for us to learn by. I felt safe to express my goals."
ST, Aspinall Foundation

Training the trainer

2 days 22-23 October £655** | £825* | £925

For anyone who supports colleagues at work or trains others on behalf of their organisation

From spreading good customer care skills to teaching people a new IT system, the occasions when managers and other professionals need to train are many and varied. This two-day course will help you run effective training sessions and support the long-term development of your colleagues. Over the two days, you will cover:

- understanding learning styles
- planning and delivering a training programme
- establishing aims and objectives for training
- training techniques, including icebreakers, blue-sky training, case studies and buzz groups
- e-learning and blended learning – creating effective content

"The course surpassed my objectives. The trainer made it easy for me to participate in discussion. I found everyone at the Centre very friendly and welcoming and the lunches were excellent."

JL, Citizens Advice Direct

Delegation skills

1 day 23 October £345** | £445* | £495

For managers at any level who want to improve their delegation

Delegation is an essential part of management. Yet many managers are afraid to 'let go' of vital tasks, feeling that they run risks in delegating and that 'it's quicker to do it myself'. This course will give you the essential tools you need to delegate well. You will learn when delegation works and when to avoid it, how to choose who to delegate to, and how to make sure every aspect of the delegated task has been heard and understood. You will cover:

- the importance of delegation in managing effectively
- selecting the right person to delegate to
- how to avoid 'dumping' (but still get the mundane stuff done)
- 9 steps to delegation
- 5 levels of delegation and how to choose the appropriate level
- effective communication in delegation

"I didn't feel like I delegated enough or had a good, structured approach to delegation. This course helped me in providing some tools and methods to improve this in the future."

TB, European Southern Observatory

In-company training

The same great training but on your doorstep!

Save time on travel and planning by having one of our expert trainers come to your venue on a date that suits you.

If you have four or more people interested in the same course, then in-company training could save you money.

We can develop or adapt any of our Open Programme courses to ensure your delegates get the level of training that is right for them and your organisation.

"I would recommend the Centre to anybody. They listen to our needs and are able to clearly communicate that through the bespoke training they are able to arrange." SK, NHS South Commissioning Support Unit

For more information

contact Nadira Love on nadira.love@the-centre.co.uk or 020 7490 3030.

Event management: an introduction

1 day 26 October £345** | £445* | £495

For administrators and coordinators new to event management

This course offers a practical guide to event management for those who have little or no previous experience. You will leave with a toolkit that will help you organise future activities with confidence and flair. There will be group discussion and exercises giving practical solutions to organising and managing events. You will cover:

- event types and audience need
- timeline and budgeting
- risk assessment and health and safety
- checklists for organising the detail – delegate bookings, meeting special needs, insurance, licences and catering

"I feel my learning objectives were met and there was a lot of information that was really useful. The trainer was clear and detailed in her explanations." SC, Viking Cruises



Emotional intelligence in management and leadership

1 day 27 October £345** | £445* | £495

For leaders and managers at all levels who want to enhance their people and decision-making skills

Your emotional intelligence; how you recognise, use and learn from your emotions, is increasingly being seen as the key intelligence for effective management in the workplace. This course provides you with a comprehensive introduction to the concept of emotional intelligence, what it may mean for you and how you can develop the competencies needed to improve your professional practice. You will cover:

- the emotionally intelligent manager – a different way of being smart
- the emotionally intelligent organisation
- the core skills of emotional intelligence
- how to develop and improve your emotional intelligence

"The course was very interesting and delivered with passion and energy throughout. The trainer was very knowledgeable about the subject and tailored it very well." PM, Allianz Global Assistance



Project management

2 days 27-28 October £655** | £825* | £925

For anyone who manages projects – large or small

We all have to manage a project at some time – a self-contained piece of work which starts and ends independently from your core work. Based on practical, work-based examples, this course enables you to draw up terms of reference, define critical success factors, produce a realistic budget, develop an effective project team and evaluate success. You will cover:

- defining different kinds of projects
- defining terms of reference and aims and objectives
- planning, timescales and deadlines
- drawing up budgets and working with the project team
- monitoring and evaluation

"This course has given me the confidence to manage a project myself for the first time. I'm so glad I came on this course."
RM, Royal College of General Practitioners

Supervision skills: managing people and teams

2 days 29-30 October £655** | £825* | £925

For anyone with line management responsibilities

With the right approach, supervision can make a crucial and positive contribution to the attitudes of everyone at work. The course aims to help you understand your role as a supervisor, gives you some helpful guidelines, and shows you how to apply a range of skills in this work. You will cover:

- the purpose of supervision and the role of the supervisor
- setting objectives to manage performance
- staff development and training
- feedback, support and boundaries
- motivating staff in supervision
- effective delegation
- mediation: the supervisor's role

"The Centre practices what it preaches: I left the course feeling invigorated and excited by the prospect of becoming a manager. I have been given excellent tools and a useful set of frameworks."
BA, Changing Faces

Budgeting skills for non financial managers

1 day 30 October £345** | £445* | £495

For managers who need to set and manage budgets but don't have the expertise

The course will help you avoid common pitfalls and give you the confidence and skills to participate in the budget-setting process within your own organisation. You will be able to proactively manage your budget, improve your cost control and effectively allocate financial resources. You will cover:

- understanding budgeting terminology
- setting a budget that meets your allowance
- phasing, monitoring and reviewing your budget
- what to look for in your management accounts
- forecasting, avoiding overspend and getting back on track
- presenting your budget: what you need to be able to tell others

"Excellent. The course had a great range of learning and delivery tools and there were opportunities for group discussion and involvement. The trainer used her own work examples and stories making the course more personal."
LH, Cranstoun

Event management: intermediate

1 day 9 November £345** | £445* | £495

For event managers who want to learn new approaches to managing events

A one-day course aimed at event managers who want to learn new approaches and tactics for managing events. There will be a focus on targeting your marketing, communication and event to your specific target audience. There will be group discussion and self reflection and the opportunity to seek advice from our expert trainer who has been organising large scale events for many years. You will cover:

- conceptualising an event
- team management
- marketing and promotion
- managing stakeholder expectations
- evaluation and review

"Brilliant. The course was interesting and insightful and the trainer was engaging, motivating and made us feel comfortable."
PK, Sobell House Hospice Charity

Minutes: taking and writing effective minutes



1 day 24 September, 12 October & 5 November
£245** | £355* | £395

For anyone who wants to improve their minute taking

Most people dread taking minutes and very few receive training before they start. This practical one-day course will give you the opportunity to learn the basic rules and guidelines for minutes as well as practising essential skills like listening and taking notes. Over the day you will cover:

- preparation for taking minutes
- layout, grammar and language for minutes
- what to include and what to leave out
- strategies for understanding the meeting
- listening, note-taking and working with the chair

"The Centre has been the most welcoming, amazing, friendly, easiest to understand, interactive and efficient organisation I have attended for training. Thank you so much!"
LT, Talbot Underwriting Ltd

The Executive PA: moving from secretary to an executive PA role

2 days 1-2 October £450** | £675* | £775

For PAs who have just been promoted to the role or wish to progress to a more senior level

The Executive PA is in a position of special responsibility; supporting directors and senior managers and playing a pivotal role in the management team requires a proactive approach and range of skills. This practical course will help you understand your role and learn what is expected from a PA, finding solutions to common problems. You will cover:

- developing your relationship with your Director
- confidence, assertiveness skills and learning to say "no"
- communication skills and managing upwards
- taking ownership, time management and learning to prioritise

"The course went above and beyond my expectations and met all my objectives. The Centre was an excellent venue with a high level of communication prior to the course."
LB, Macmillan Cancer Support

Effective office management

2 days 5-6 October £450** | £675* | £775

For those who deal with the day to day running of the office

An efficient office is often commented on or given due praise. An inefficient office can cause stress and strife amongst staff. This two-day course will help you develop an assertive and organised approach to managing people and processes in your office. It includes key management skills and planning techniques to improve information flow and achieve objectives. You will cover:

- the role and responsibilities of a successful office manager
- prioritising your workload and minimising stress
- motivating staff, giving feedback and delegation
- using project management tools and managing a budget
- controlling meetings and briefings constructively and assertively

"Excellent – the training was very informative. I will be taking a lot of new techniques back to work and utilising these in the workplace!"
CH, Middlesbrough College

Receptionist training: becoming an exceptional receptionist

1 day 6 November £245** | £355* | £395

For receptionists, administrators and anyone who deals with the public

The role of the receptionist is paramount in creating the right image of your organisation. The first impression you give is the one that counts – because you never get a second chance to make a first impression! Increasingly the role of reception has taken on added value with new roles and responsibilities. You will cover:

- the role of the modern receptionist
- the client as customer
- creating your professional image
- how to communicate effectively and good listening tactics
- dealing with difficult people
- professional telephone techniques

"The course was very informative and refreshing, as most courses like this are really boring! The highlight was the ice cream."
RR, British Heart Foundation



Customer care and telephone skills

1 day 6 November £245** | £355* | £395

For anyone who comes into contact with customers – on the telephone or in person

Everyone in an organisation is responsible for customer care. Good customer care depends on staff acting with professionalism and self-confidence. This course will ensure you can establish customer needs and handle tricky situations – that is, give good customer service. You will cover:

- listening skills
- how do you want your customers to see your organisation?
- providing a good service in person and on the phone
- telephone do's and don'ts
- assertiveness and personal presentation
- dealing with difficult customers and complaints

"I now have a huge list of telephone tips and techniques to take away with me. I had an excellent experience at the Centre as always."
SW, Aigle International UK Ltd

Communication in the workplace

1 day 22 September £295** | £395* | £445

For anyone who wants to improve their written and face-to-face business communication skills

Whether it's writing an email that will get read, making a difficult telephone call or getting your point across in a meeting or presentation, good communication skills are essential in today's organisation. This practical course will help you communicate more efficiently and effectively in your workplace with your colleagues, senior management and clients. You will leave with improved business communication skills and increased confidence in communicating at all levels. You will cover:

- what to say and how to say it effectively
- assertive communications
- speaking and listening skills
- written communication skills
- body language and presenting a positive image
- the problems and pitfalls of poor communication

"The course has opened my eyes to ways to improve my listening and make myself better heard. I have taken a lot away from it."
MG, BEDE Housing Association

Presentation skills: making effective and confident presentations



1 day 28 September & 19 October £295** | £395* | £445

For anyone who is new to giving presentations or who wants to develop their skills and confidence

This practical and enjoyable course is designed to give you the confidence and skills to deliver effective presentations that will be understood and valued by your audience. You will get lots of personal attention. You will cover:

- developing and communicating your message
- structuring, planning and practising your presentation
- tips and techniques to make your presentation lively and effective
- body language, handling nerves and thinking positively
- delivering your presentation clearly and with confidence

"I have come away with a very good understanding of the point of presentations and how to structure and deliver them better. I would recommend the course highly." RH, Breakthrough Breast Cancer

savings@the-centre

- last-minute discounts on selected courses each month
- 40% discount on a different course each month in our 'course of the month' offer
- buy training vouchers in advance and save up to 40%. You can use them whenever you like on whatever courses you want



For more details on these and other ways to save money, visit www.the-centre.co.uk, call us on 020 7490 3030, or email info@the-centre.co.uk

PR strategies that work

1 day 9 October £295** | £395* | £445

For those who need a communications strategy to raise the public profile of their organisation

Successful public relations starts with a strategic approach: in promoting an initiative, a service, an issue or a product, the key to achieving the results you want are clear and consistent messages. This course will give you the skills and tools you need to develop public relations strategies that deliver your wider corporate goals. You will cover:

- what PR means to your organisation
- PR as a key component of the 'marketing mix'
- identifying the key elements of a PR strategy
- audiences, messages, branding
- creating clever PR campaigns
- the difference between strategic and tactical PR

"The course was very relaxed and I felt very engaged. The trainer was very inclusive and it was interesting to hear about her success and failure stories so I could learn from her experience."
MO, Chartered Institute of Taxation

Radio and television interviews

1 day 19 October £295** | £395* | £445

For anyone who talks to journalists or is interviewed on TV and radio

How you present yourself in radio and television interviews has a direct impact on audience opinion of your organisation as a whole. This course helps you to develop the confidence and ability to say what you need and create a positive impression. You will cover:

- understanding the media agenda
- understanding your audience
- identifying what you want to achieve
- developing your message
- anticipating and dealing with questions
- staying in control of the interview, getting your message across
- handling a 'bad news' interview

"My goal was to be more comfortable with radio and TV interviews. I definitely feel more confident now and enjoyed practising. The course had just the right balance of theory, discussion and practice."
JD, US-UK Fulbright Commission

Internal communication

1 day 5 October £295** | £395* | £445

For those who want to improve the internal communication in their organisation

Successful internal communication lies at the heart of any thriving organisation. It helps involve and motivate staff and makes a big contribution to effective external communication. If people don't communicate well teams soon feel out of touch and uninformed. This course will provide you with lots of practical tips for improving the way in which people relate and process information and you will leave the course with ideas to implement on your return to your organisation. You will cover:

- the communication culture of your organisation
- how to conduct an internal communications audit
- developing an internal communications action plan
- monitoring and evaluating your internal communication

"An excellent course. The trainer was really helpful and gave practical advice. The material was made relevant to my situation and guidance provided was very insightful. Thanks." GD, Amnesty Internet UK

Influencing skills

2 days 28-29 October £595** | £755* | £855

For people who need to shape opinions and change minds

Influencing skills are indispensable in modern organisations. Command and control structures have given way to less hierarchical, cross-team working where you get things done by inspiring and persuading. You will cover:

- style – recognising different influencing styles and when to use them
- skills – assertiveness, listening, negotiation and meeting skills
- strategies – clarity about aims, balance of power, identifying friends and opponents, message development
- attitudes and understanding – different organisational cultures, relationship management, handling conflict
- personal impression management – making an impact

"An excellent course with plenty of content and engaging, open discussions. The trainer intelligently reflected back our views to ourselves in a helpful way." CM, Anthony Nolan

Neuro Linguistic Programming (NLP)

1 day 2 November £295** | £395* | £445

For those who want to understand what NLP is all about and practise new techniques in a fun and supportive setting

Neuro Linguistic Programming (NLP) offers a set of psychological tools to develop yourself both professionally and personally. This course will introduce you to NLP offering a mix of experiential activities, demonstrations, an introduction to key NLP models of change and an opportunity for some discussion and questions. Over the day you will cover:

- the history and basis of NLP
- how we perceive the world and why that affects our results
- how to create and maintain genuine rapport
- how to increase your influence
- how to create positive change in yourself and others
- enhancing your self confidence

"I learnt more about myself and how to connect with my boss and colleagues. The course was really good and I think everyone should come on this course." MV, The Honeypot Children's Charity

Time management for managers: work smarter, not harder

1 day 23 September £245** | £355* | £395

For any manager struggling to keep on top of their workload

A positive approach to time management can help you to make the most of each day – improving both your performance and your quality of life. This course highlights skills and techniques to improve your working day without feeling overwhelmed. There are group discussions with examples to help you change the way you work, and you will be given materials to take away. You will cover:

- how you currently manage your time and how to improve
- prioritising workload and effective delegation
- dealing with interruptions: people, phone and email
- your energy cycle – managing stress and burn out
- different time management techniques to develop your personal plan

"The course was very informative and delivered well. It raised a lot of points that I found interesting and I will be using some of the planning tools discussed in my future work." DM, Thames Reach

All courses start at 10am and will finish by 4.30pm. Lunch and refreshments (including ice creams!) will be provided

"A great place for training. I loved all the little touches: free wifi, variety of food, magazines and newspapers. This made me feel well looked after." MC, Lutheran Student Centre



Assertiveness skills: a practical approach

1 day 25 September & 14 October £245** | £355* | £395

For administrative staff and those new to supervising or leading teams

This course provides the skills you need to become more assertive, and to present your ideas and opinions in ways that enable you to feel heard and respected. It will help you develop a personal style that will benefit you, your colleagues and your organisation. You will cover:

- taking responsibility for your role and workload
- tips for disagreeing constructively
- recognising your own style: passive/aggressive, indirect or assertive
- identifying your communication strengths
- stating your views clearly, and being heard

"The trainer was very approachable and easy to relate to. I feel the content has really helped me to be more assertive when dealing with difficult situations at work." VP, House of Fraser

Personal effectiveness: be more confident at work

2 days 30 September - 1 October £450** | £675* | £775

For anyone who wants to improve their workplace confidence

This practical course will help you find confidence in a range of situations at work – speaking up in meetings, giving presentations, attending networking events, or just generally feeling more confident within a group. We will look at some of the general issues around assertiveness and apply these to specific tasks and workplace situations. You will cover:

- communicating in an assertive way
- leaving a positive impression
- prioritising your workload
- confidence on the telephone and representing your organisation
- giving talks and presentations: one:one or to a large group
- negotiation skills and communicating difficult messages
- assertiveness in dealing with senior managers and saying "no"

"Brilliant - I got a lot out of the course and felt it was set out really well. The training was very interactive which meant everyone got a lot out of it, both from the trainer and from each other." TJ, asra Housing Group



Time management for administrators: managing time and workload

1 day 16 October £245** | £355* | £395

For administrators and office staff struggling with a heavy workload

Are you juggling too many tasks, responding to too many managers and have no time to get organised? On this course you will learn practical tips, tools and techniques for managing your time more efficiently whilst sharing experiences with others through open group discussions. You will consider practical, real-life examples with suggested solutions. You will cover:

- prioritising and planning your day
- taking control of a heavy workload
- delegation, assertiveness and negotiating with colleagues
- managing phone calls, emails and dealing with interruptions
- tips and techniques for meeting deadlines

"I've changed the way I structure my days, using my good energy levels in the morning for bigger tasks. Since attending the course, I feel that I am in control of my workload where I used to feel overloaded." SQ, Scripture Union

Developing your personal brand

1 day 22 October £245** | £355* | £395

For anyone who wants to develop their personal brand in order to progress their career

In today's business world outstanding performance is no longer enough if you want to progress your career. Image and visibility are now essential components of career success. You are a brand – and you need to know what your brand stands for. This highly interactive and intriguing one-day course gives a fascinating insight into who you are and what you stand for. You will cover:

- building up a comprehensive profile of "Me PLC"
- knowing how to communicate to build rapport and empathy
- your strengths and areas for development in interpersonal relationships gain tips and techniques on how to build and develop them

"Brilliant - the Centre is a very relaxed environment and made me feel comfortable. The course covered all the aspects I wanted to learn about and I feel I learnt a lot." AR, Zurich Insurance Plc

Write for success

1 day 21 September £245** | £355* | £395

For anyone who needs to take their writing skills to the next level

This course will help you identify your personal strengths as a writer and show you how to breathe new life into corporate prose. You will learn how to give your messages more impact, explain your business to diverse audiences, and make all your documents attractive and highly readable. You will leave with a coursebook that includes tips and tools to use back at work. The course will include guidance on:

- finding your own voice in the corporate context
- choosing the best structure for the job
- engaging your readers and holding their interest
- 10 ways to make your documents stand out and get read
- making your writing vivid and memorable
- producing documents that look good

"The course was excellent and the trainer was approachable. They spent time capturing detailed elements about what each delegate wanted to cover in the course." EW, British Council

Writing skills: the basics

1 day 25 September £245** | £355* | £395

For anyone who wants to improve their basic writing skills and learn the rules of grammar, punctuation and clear effective writing

If you write at work but are unsure about the basic rules of writing, or missed out on them at school, this abridged version of the two-day writing course may well suit you. We will use a combination of instruction, discussion and some practical work to help increase your confidence and ability to write clear, well-structured English. You will cover:

- keeping it simple – writing in plain English
- tailoring your writing for your audience
- planning and structuring your work
- tips on grammar, punctuation and spelling
- checking and editing your writing
- a personal action plan

"The course covered a wide range of topics – all relevant to everyday writing. It was a comfortable atmosphere with participation encouraged." RT, Energy Institute

Report writing skills

1 day 6 October £245** | £355* | £395

For anyone who needs to complete a complex form, write reports for committees or boards or report to funders

Even if you feel reasonably confident about your everyday writing, producing a formal report can be a daunting prospect. Aimed at staff who are competent in basic English, this course enables you to produce reports that are clear, concise and fit for purpose. Over the day you will cover:

- agreeing the brief for the report and knowing your audience
- a formula for preparation
- structuring for success
- the importance of presentation and layout
- how to deal with statistics
- editing and proofreading

"I went into the course stressed out and not sure what to expect but the trainer made us all feel very comfortable. I left the course with loads of confidence and have already submitted a report which was received positively." JT, Derwent London

Digital writing: writing for websites, newsletters, blogs and other social media

1 day 8 October £245** | £355* | £395

For anyone who needs to write for their website, corporate blog or other social media

As we increase our online communications and understand just how important online audiences are to our success, many staff are realising that web copywriting requires very particular skills. Whether you're contributing to your organisation's website, developing a corporate blog or building a Twitter campaign this one-day course will give you the ability to write compelling content that gets you the results you need online. You will cover:

- digital writing – the essentials
- search engine optimisation
- your corporate blog as a strategic tool
- persuasive writing
- writing enews – the essentials

"I now have a clear understanding of what the difference is between writing online compared to print press releases. I loved the facilities and the group size allowed learning from each other as well as discussing individual needs." ES, Jo's Cervical Cancer Trust

Copywriting: promotional and marketing material that gets the response you need

1 day 15 October £245** | £355* | £395

For anyone writing marketing or promotional material, or those who need to write for an external audience

Whether you are writing marketing emails or print material to promote your services and products, you need to write short, sharp copy that makes your readers respond. You will cover:

- using the right copy and tone for the right audience
- what really is in it for them?
- short, clear writing that achieves its aims
- magic words that make your copy come alive
- five things you need to know about web writing
- evaluating your own writing and the writing of others

"The coaching, tips and tools will enable me to achieve increased confidence in copywriting with practice. The trainer took a flexible approach which benefited all attendees." RT, Amey PLC

Writing letters and emails

1 day 20 October £245** | £355* | £395

For anyone who wants to write better letters and emails

Do letters take up too much of your time? Do your emails fall on deaf ears? This course will help you to write more effectively, fluently, clearly and concisely. You will learn how to connect with the reader, get your point across, write action oriented emails, and adapt your style for formal and informal communications. You will leave with a range of useful tips and strategies which will improve your letters and emails at work and save you time. The course will include guidance on:

- planning, structuring, presentation and layout
- writing for different readers and getting the right tone
- getting to the point
- letter-writing conventions and email etiquette
- good beginnings and endings

"This course was just brilliant. It didn't make me feel like I was stupid if I didn't know something. I am more than happy with the new found techniques I have gained from this course." SC, Simavc Property Management Ltd

Grammar and punctuation at work

1 day 3 November £245** | £355* | £395

For anyone who wants to go back to basics with their writing

If you are unsure of the rules of grammar and punctuation, or missed out on them at school, this course will fill in the gaps, helping you to become a more fluent and confident writer. You will find out why grammar matters and which bits matter most; how to spot common mistakes and be able to correct them; and when and how to punctuate for clarity and meaning. You will leave with an understanding of the basic principles of grammar and punctuation, and how to apply these to your everyday writing tasks. You will cover:

- the parts of speech
- sentence construction
- the use of verbs and tenses
- the power of punctuation
- capital letters and other style points
- common mistakes and how to fix them

"The course was great and presented well by the trainer. I feel a lot more confident in my writing ability now and I will be highly recommending the course and the Centre to others." BH, Talbot Underwriting Ltd

Print newsletters that will get read

1 day 10 November £245** | £355* | £395

For anyone planning, writing or editing a newsletter on behalf of their team or organisation

Print newsletters play a central role in building – and keeping – your relationship with your audience. You will learn the tips and techniques that the professionals use to write quickly, creatively and always hit the mark. You will cover:

- audience
- categories of content
- the role of the editor
- sentences and paragraphs
- messages, style and tone
- headlines and photos
- house style, editing, subediting and proofreading
- decisions about design, distribution and evaluation

"The course definitely met my objectives and more. I feel full of ideas and keen to return to work and get started on the next edition. The Centre was a lovely venue with great hospitality." KL, Leicestershire Cares