

## ➔ How to book

You can book all courses online at [www.the-centre.co.uk](http://www.the-centre.co.uk).

Alternatively you can email your booking to [info@the-centre.co.uk](mailto: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](mailto: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](mailto: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](mailto:samantha.clegg@the-centre.co.uk). Thank you.



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Early Autumn **2015**  
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book

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email [info@the-centre.co.uk](mailto: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, this 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](http://www.the-centre.co.uk) for more information.

## ➔ Contact us

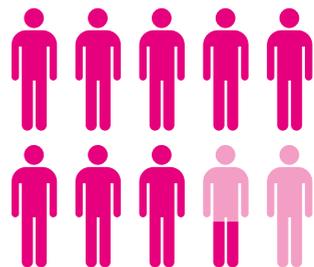
If you have any questions or need any help finding the perfect course for you feel free to contact us. We're always happy to help!

t 020 7490 3030

f 020 7490 3032

e [info@the-centre.co.uk](mailto:info@the-centre.co.uk)

w [www.the-centre.co.uk](http://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.



## ➔ Contents

### The management ladder page 4

|                               |                                |
|-------------------------------|--------------------------------|
| Moving into management        | 18-19 August   21-22 September |
| Moving up in management       | 14-15 September                |
| Moving from manager to leader | 23-24 September                |

### Management courses pages 5-8

|  |                              |
|--|------------------------------|
| Budgeting for non financial managers               | 11 August   17 September     |
| Event management: intermediate                     | 12 August                    |
| Project management                                 | 13-14 August   7-8 September |
| Interview skills for managers                      | 14 August                    |
| Appraisal skills                                   | 20 August                    |
| Handling difficult people and situations           | 25 August                    |
| Managing volunteers                                | 2 September                  |
| Business planning: turning the vision into reality | 4 September                  |
| Strategic planning and thinking                    | 10-11 September              |
| <b>NEW</b> Marketing in the not-for-profit sector  | 16 September                 |
| Training the trainer                               | 17-18 September              |
| Event management: an introduction                  | 18 September                 |
| Finance skills for non financial managers          | 28-29 September              |

### Writing courses pages 9-10

|                                  |                |
|----------------------------------|----------------|
| Digital writing                  | 10 August      |
| Proofreading                     | 13 August      |
| Report writing skills            | 3 September    |
| Business writing skills          | 9-10 September |
| Email newsletters and ebulletins | 15 September   |
| Write for success                | 21 September   |
| Writing skills: the basics       | 25 September   |

### Communication courses pages 11-12

|  |               |
|--|---------------|
| Influencing skills   | 20-21 August  |
| Presentation skills: making confident and effective presentation | 24 August     |
| Networking and representing your organisation                    | 28 August     |
| Advanced presentation and communication skills for leaders       | 1-2 September |
| Communication in the workplace                                   | 22 September  |

### Personal effectiveness courses pages 12-13

|  |                          |
|--|--------------------------|
| <b>NEW</b> Increasing performance with positive psychology | 18 August                |
| Mindfulness at work: an introduction                       | 19 August                |
| Assertiveness skills                                       | 27 August   25 September |
| Time management for administrators                         | 4 September              |
| Time management for managers                               | 23 September             |
| Be more confident at work                                  | 30 September – 1 October |

### Administration courses page 14

|  |  |
|--|--|
| Minutes  | 12 August   9 September   24 September |
| The Executive PA                                     | 25-26 August                           |
| The effective learning and development administrator | 14 September                           |

## Moving into management: taking on your first management role



2 ½ days 18-19 August follow-up 2 October 10am-12.30pm  
21-22 September follow-up 2 November 1.30pm-4.00pm  
£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 course was brilliant – it gave me what I needed and more to step confidently into my new role. The trainer was a great leader who delivered the subject in manageable portions so I could digest it easily." JR, Teenage Cancer Trust

## Moving up in management: extending your management skills

2 ½ days 14-15 September  
follow-up 2 November 10am-12.30pm £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

"This course was spot on – exactly what you need when you're moving up in management and have the basics. I found the experiences shared by the rest of the group invaluable and it made me feel part of a team." VS, The 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

"This was a good experience for me. I've learnt some useful new models and approaches which will be good to take to the next level." DE, The Brooke

## ILM Management Ladder: the Centre's Endorsed Award



Recognised Provider

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.

## Budgeting skills for non financial managers

1 day 11 August | 17 September £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. There were opportunities for group discussion and involvement and the trainer used her own work examples and stories making the course more personal." LH, Cranstoun

## Event management: intermediate

1 day 12 August £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

"The trainer was excellent. I would definitely recommend her. I wanted to understand the whole process of how event management works – the course exceeded my expectations." DW, Team Woodcock Events Management

## Project management

2 days 13-14 August | 7-8 September £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

"The trainer was very engaging and brought the course to life. The content was easy to understand and the interactive elements really got me thinking." GU, DLG Ltd

## Interview skills for managers

1 day 14 August £345\*\* | £445\* | £495

For managers and HR professionals who either want to improve their interviewing skills or who are just starting a recruitment role within their organisation

Hiring the right staff is one of the most important management and HR skills and it is critical to get it right. This practical and highly interactive workshop will cover best practice interview techniques and will help participants choose the best candidate for every job they need to fill. The course will cover:

- interview styles
- best/worst interview practice
- walking in the shoes of the interviewee
- conducting behavioural interviews
- conducting competency-based interviews

"The course was very well structured and had some really useful content. The trainer was extremely welcoming, a very clear communicator and created a relaxed learning environment." SP, British Ecological Society



## Appraisal skills

1 day 20 August £345\*\* | £445\* | £495

This course will appeal both to managers new to appraisal and to those wanting to review their appraisal system

A good appraisal brings benefits to people and organisations. The course reviews models of appraisal and looks at the different paperwork as well as issues to take into account when setting up a new system. Using case studies and role plays, the course will enable you to adapt your appraisal system to your organisation's culture and will enhance your confidence:

- the benefits of an appraisal system
- different models of appraisal
- how to design and use appraisal forms
- preparation for the interview
- running a positive appraisal interview

"I felt the course has helped me and I hope to employ some of the strategies that were discussed. I have definitely learnt more about the appraisal process." **CW, Royal College of Art**

## Handling difficult people and situations: essential tools

1 day 25 August £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

"I wished to develop more strategies to deal with tricky people and situations. I found the course to be helpful. The trainer was measured in thought and concise with his advice." **PJ, 4myschools**

## Managing volunteers

1 day 2 September £345\*\* | £445\* | £495

For anyone who works with volunteers and wishes to manage them effectively

Volunteers can be a precious asset to any organisation, bringing with them a host of experience and skills to complement paid staff. This course will help you to get the best from your volunteers in the context of offering them a robust system of management. You will cover:

- the advantages and disadvantages of working with volunteers
- creating a volunteer strategy
- recruitment, selection, induction and training
- how to motivate
- support and supervision

"The training was very positive, insightful and well-led. I have lots of new ideas on how to improve – I've come away with some great ideas and found it really useful." **RC, King's College London**

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**

## Business planning: turning the vision into reality

1 day 4 September £345\*\* | £445\* | £495

For senior managers involved in business and financial planning

Business planning is about the practical operation of the business – what are you going to do and how much will it cost? Using proven tools and techniques, this course will help you understand the choices, structure the business case and communicate effectively to deliver your product or service and bring about change. You will cover:

- where the business plan fits in the planning horizon
- the link with strategy – meeting the needs of beneficiaries in a changing environment
- understanding the business case through financial models
- making difficult choices and managing risks
- the contents of a typical plan

"I found this to be one the most informative and useful training courses I've attended. The content was succinct but useful and areas of uncertainty were clarified and discussed within the group." **ES, Chain of Hope**

## Strategic planning and thinking

2 days 10-11 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

"I feel the course absolutely met my needs and will enable me to achieve my objectives. The Centre is a good facility, comfortable and well equipped, and the trainer was great." **EB, Bowman Power Group**

## Marketing in the not-for-profit sector: a beginner's guide

NEW

1 day 16 September £345\*\* | £445\* | NA

For anyone working in the voluntary sector who wants to understand the basics of marketing

If you have ever wondered what marketing is all about and how it can help your organisation then this is the course for you. It will give you a good grounding in the marketing fundamentals necessary to research, plan and develop your own marketing strategy and help your organisation grow. You will cover:

- why marketing?
- the value of market research and targeting
- brand values and brand positioning
- the marketing mix
- advertising, promotion and public relations
- identifying and understanding customer needs

## Training the trainer

2 days 17-18 September £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 was excellently presented, professional and the trainer was very knowledgeable. They supported learning with facts and information to take away and digest." **JO, Encore Tickets**



## Event management: an introduction

1 day 18 September £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



## 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

"The course was very good. The content was exactly what I was looking for and was set at the right level. The trainer was informative and engaging – a fantastic teacher who was able to give appropriate examples to illustrate points." LR, CSSC Sports & Leisure

"The course was very informative, as was the trainer. I have definitely learnt more than I expected and would come back." EH, PGS Exploration (UK) Ltd

## savings@the-centre

- for every 3 days of training you buy, you will get a 4th day free!
- 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](http://www.the-centre.co.uk), call us on 020 7490 3030, or email [info@the-centre.co.uk](mailto:info@the-centre.co.uk)

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

1 day 10 August £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 came to the course with the objective of refreshing my digital writing skills. The course delivered beyond my expectations and I learnt many new things which I will be able to implement in my role." SS, SHSC NHS Foundation Trust

## Proofreading

1 day 13 August £245\*\* | £355\* | £395

For anyone who needs to improve the accuracy of their writing

Proficient proofreaders make a valuable contribution to their organisation's written material. This course explains general proofreading strategies and provides you with a comprehensive checklist. It will give you a clear understanding of how to proofread, which you will be able to put into immediate practice at work. You will cover:

- spelling and punctuation
- arrangement of paragraphs
- proofreading symbols
- identifying and applying house style
- sense and logic on the page
- 10 ways of reading
- 26 cardinal errors (one for every letter of the English alphabet)

"This course was very informative and helped me think more about how to effectively communicate. I look forward to practicing things I've learned today. The top tips for proofreaders will come in handy." KK, British Heart Foundation

## Report writing skills

1 day 3 September £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

"My objectives have been exceeded. I will no longer dread report writing, the trainer has made it make a lot more sense. I would strongly recommend this course to my colleagues." JR, Moat Homes Ltd

## Business writing skills

2 days 9-10 September £450\*\* | £675\* | £775

For anyone who wants to get lots of practice at improving their basic writing skills

If you are unsure of the basic rules of writing, or struggle to express yourself clearly and concisely, this highly practical two-day course will help increase your confidence and ability to write clear, well-structured English. On the first day we will cover grammar, punctuation and spelling. On the second day we will work on planning, structuring and editing your letters, emails and other documents. You will cover:

- the basic rules of grammar and punctuation
- keeping it simple: writing in plain English
- how to be concise and get to the point
- improving your spelling
- planning, structuring and proofreading your documents

"An excellent course that made me re-evaluate my written work to make it clearer and more concise. It was good to hear tips on writing in 'business language' without the waffle and jargon." DW, London and Quadrant Housing



## Email newsletters and bulletins

1 day 15 September £245\*\* | £355\* | £395

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

Your audience are deleting more and more of their inbox. So how can you make sure your electronic newsletter gets opened and read? This course breaks down the essentials of a successful newsletter so that you get your message across to your audience and motivate them to act now. Using writing exercises, examples and group discussion you will cover:

- subject lines and the 'from' address
- images – when and how to use them
- writing content your audience want to share
- the secrets of quality copy
- writing for the screen
- a formula for the first paragraph
- writing good, short, clear pieces
- interactivity and driving traffic back to your website

"The trainer was brilliant and good at teaching. The course has made me more confident and I think I'll be able to take back this new skill and improve our current production."

CR, Building and Engineering Services Association

## 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
- making your writing vivid and memorable
- producing documents that look good

"I have learnt some interesting ideas that I will apply to my writing, and hopefully improve it. I really enjoyed the course; it was well tailored to the objectives of all of us that attended. It was very clearly structured and the course materials were very useful." KWG, Russell-Cooke

## 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
- tips on grammar, punctuation and spelling
- checking and editing your writing
- a personal action plan

"I now have a better understanding of writing skills. The course was very informative and I felt a lot was covered in the one day. The extra materials the trainer provided were also useful."

JS, National Union of Teachers



## Influencing skills

2 days 20-21 August £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

"Very good. One of the best, most interesting and relevant courses I've attended. The trainer was great – really engaging with the group."

CW, Age UK

## Presentation skills: making effective and confident presentations



1 day 24 August £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

"Excellent – the trainer tailored the course to the group, focused on our requirements and delivered an engaging course. I now feel better equipped and more confident to deliver presentations."

SM, Financial Services Compensation Scheme

## Networking and representing your organisation

1 day 28 August £295\*\* | £395\* | £445

For anyone who represents their organisation as a spokesperson or at networking events

How you perform in public reflects on your organisation as well as on you. If the values of your organisation are embodied in the way you present yourself, other people gain a clearer understanding of your corporate attitudes and concerns. This course will help you to leave a positive and lasting impression. You will cover:

- getting the right balance between internal and external work
- building the 'ambassadorial' role into your PR strategy
- introducing your organisation in an engaging and inspiring way
- reflecting your organisation's values in the way you present yourself
- 10 top tips for effective networking

"The trainer helped to apply networking to my organisation and everyone's individual job roles. She gave many examples and tips that I will take away with me." TH, English Speaking Union

## Advanced presentation and communication skills for leaders

2 days 1-2 September £595\*\* | £755\* | £855

For leaders and managers who wish to greatly enhance their presentation and communication skills

The best leaders recognise that the art of leadership is something we learn – and presenting and communicating effectively is at the heart of outstanding leadership. Throughout a very busy two days you will make a number of short presentations and take part in various one-to-one and group exercises. You will cover:

- how to communicate your ideas clearly and succinctly for maximum impact
- learn techniques to present with confidence so that you can influence how others think and feel and ultimately move them to act
- become aware of and be able to apply the innovative techniques so eloquently used by Barack Obama to take your presentation and communication skills to a new level

"This course was brilliant – and I don't usually say that. It was one of the best courses I've attended. There were tangible things I can now do differently as a result of this course which will benefit what I want to achieve." AM, Transport for London

## 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

"This course has opened my eyes to new ways of improving my listening and make myself better heard. I have taken a lot away from it." MG, Bede House Association



## Increasing performance with positive psychology **NEW**

1 day 18 August £245\*\* | £355\* | £395

For anyone who wants to increase individual and group performance and consistently maintain a high level of achievement

The scientific-based one-day course provides the opportunity to examine and practice the processes, tools and highly effective techniques for increasing performance and achieving success with positive psychology. You will gain a range of positive psychology approaches, from building a repertoire of positive emotions to manage challenge, to understanding and increasing focus to stay on track with performance related goals. You will cover:

- positive psychology theories and how their application can have a positive impact on performance
- how positive psychology can support us to increase and maintain focus enabling improved performance
- the importance of mindset when seeking to increase and maintain performance at high levels
- how to increase your ability to deal effectively with challenges and setbacks

## Mindfulness at work: an introduction

1 day 19 August £245\*\* | £355\* | £395

For those new to mindfulness or who want to understand the neuroscience behind this practice

This powerful one-day course will introduce you to the emerging science of Mindfulness. Mindfulness has been shown by numerous studies to have beneficial effects on health, productivity, resilience and team dynamics resulting in healthier, happier, smarter, more efficient, creative and resilient employees. You will cover:

- what is mindfulness?
- the benefits of mindfulness in an organisational setting
- mindfulness in every day working life: from reacting to responding
- mindful communication
- mindful leadership
- boosting creativity and innovation using mindfulness
- mindfulness and positive psychology

"The course was very comprehensive. We worked hard during the day but it was very relaxing and helpful. It translated perfectly into personal life and the work place." JD, Wyre Forest District Council

## Assertiveness skills: a practical approach **top seller**

1 day 27 August | 25 September £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 course met my objectives and I feel capable of taking the course content effectively into my workplace. The course curriculum was good and the training was well-paced. My experience at the Centre was excellent." HR, Ixico Technologies Ltd

## Time management for administrators: managing time and workload

1 day 4 September £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

"The trainer was clearly knowledgeable in this area. I have taken away a number of specific aims and objectives to improve both my approach to work and also that of those I work closely with." AI, Trinity Laban Conservatoire of Music and Dance

## Time management for managers: work smarter, not harder **top seller**

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

## 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"

"The course was really amazing – well-paced and very useful. The trainer was fantastic and helped with personal and work issues." GM, Royal Society for Public Health

## Minutes: taking and writing effective minutes



1 day 12 August | 9 September | 24 September £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

"I found the course incredibly useful and now feel confident to attend my next meeting and take minutes. The trainer explained everything fully and encouraged questions." ER, British Veterinary Association

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

2 days 25-26 August £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

"This course gave me lots of things to take back to work that will improve mine and my manager's working relationship and help both of us." AH, Zurich Insurance Plc

## The effective learning and development administrator

1 day 14 September £245\*\* | £355\* | £395

For PAs and training administrators who wish to improve their contribution to the training function

Designed for individuals who need an understanding of the learning and development function and who wish to develop the skills and knowledge required for this role. This practical course will allow you to review the role and support you currently provide, and have the opportunity to generate new ideas that can be applied in the workplace. You will cover:

- the learning cycle and how it links with the needs of the organisation
- reviewing the changing role of training, learning and development
- planning and delivery of CPD across the business
- reviewing evaluation methods and data
- producing an action plan that can be transferred into the workplace

"The course met my objectives very well and I now have a better understanding of this subject. The trainer was excellent – knowledgeable, engaging and interactive." SH, A2 Dominion Housing Group Ltd



# 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.



"The Centre listens to what our needs are and are able to clearly communicate that through the bespoke training they are able to arrange. I think they're one of the best training providers and all of the trainers we've encountered have been brilliant with our staff. I would recommend the Centre to anybody." Stacey Killon, Senior Learning and Development Advisor, NHS South Commissioning Support Unit

For more information

contact Nadira Love on [nadira.love@the-centre.co.uk](mailto:nadira.love@the-centre.co.uk) or 020 7490 3030.