

➔ 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

Looking for
training at
your venue?

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Summer **2015**
training
programme

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, 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 for more information.

➔ Contact us

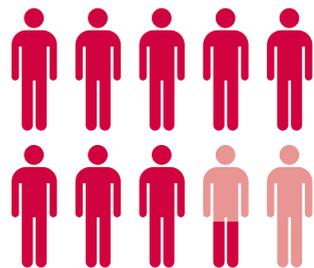
If you have any questions or need any help finding the perfect course for you feel free to contact us. We're always happy to help!

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 29-30 June follow-up 11 Aug 10am-12.30pm,
30-31 July follow-up 16 Sept 10am-12.30pm
& 18-19 August follow-up 2 Oct 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 course met all my objectives and the additional resources will be helpful when I return to work. I felt engaged right until the end. The Centre is refreshingly welcoming and accommodates to all visitor's needs." **PB, King's College London**

Moving up in management: extending your management skills

2 ½ days 6-7 August follow-up 16 September 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 trainer was fantastic. Her ability to put people at ease, combined with a subtle but effective way of encouraging participation, was absolutely spot on. The content of the course was well aimed, concise and succinct enough to retain interest" **DM, Encore Tickets**

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

2 ½ days 20-21 July follow-up 28 Aug 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 really great course with useful conversations. We had an inspiring tutor who has enabled me to understand what I need to do next." **PS, NHS**

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.

Emotional intelligence in management and leadership

1 day 22 June £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 met my objectives well and I feel motivated to communicate better – more face-to-face and less emailing. The trainer maintained my interest as she was so passionate." **KP, DONG Energy UK**

Delegation skills

1 day 23 June £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

"This was a very good course in a nice, relaxed atmosphere. The trainer had a good style and encouraged open discussion. My course objectives were met." **KS, Leonard Cheshire Disability**

Handling difficult people and situations: essential tools



1 day 1 July £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 wanted to learn strategies to cope with difficult people. This course provided some interesting tools and strategies and it helped me raise my self-awareness." **AA, The Football Association**

Negotiation skills

1 day 2 July £345** | £445* | £495

For anyone whose work involves negotiation or persuasion – with individuals or in groups

Negotiation can help you achieve aims and solve problems. It is about reaching win:win solutions, where all parties feel the outcome is fair. This course will help you understand the process of negotiation – how to prepare, having clear aims and objectives, how and when to use different negotiating styles, strategies and tactics. It will give you the confidence to be a successful negotiator. You will cover:

- your values and how they impact on your negotiations
- understanding the nature of the gap between you and the other party
- what does win:win really mean?
- preparing for a negotiation
- conducting a negotiation

"I feel I am in a much better position and feel more comfortable with the idea of negotiation. I enjoyed the course and I have taken a wide range of tools away with me." **JT, GamCare**

Project management

2 days 6-7 July & 13-14 August £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 course was very good. It struck the right balance between breadth and detail for my needs and provided grounding from which to build on. I now have a far clearer understanding of techniques to use and issues to consider." JL, Universities UK

Budgeting skills for non financial managers

1 day 8 July & 11 August £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

"The course clarified the main budgeting terminology used without being too technical and provided a good overview of the elements of building a good budget." EF, Association of Commonwealth Universities

Women in management and leadership

1 day 8 July £345** | £445* | £495

For women managers, leaders, supervisors or executives

This fast-paced and highly interactive workshop will address many of the issues women face as they progress in their careers. The programme is led by international trainer and communications expert, Susan Croft, herself a leading advocate in women's workplace issues. This is a powerful and dynamic course focusing on communications, career planning, work/life balance and management and leadership development for mid to senior level women managers. This is a unique opportunity to network and share with other women from different organisations. You will cover:

- creating an effective support system
- gender and communication – communicating with brevity and impact
- creating high-performance work teams
- how to avoid getting trapped in the 'Superwoman Syndrome'

"I would highly recommend this course. The content was very poignant – a must for any female manager and the Centre was very comfortable with excellent provisions." SM, AK Morgan Ltd

Team leader skills: building and leading a high performance team

1 day 16 July £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

"An excellent training course. The course was easy to understand and a lot of information was given in a positive way. The trainer was very enthusiastic and made the group feel welcome and relaxed."

AP, SpaceNK

Event management: an introduction

1 day 22 July £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

"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

Working effectively with your manager

1 day 22 July £345** | £445* | £495

For anyone who wants to improve their skills in supporting their boss and developing seamless, fun and highly effective working relationships. The workshop is equally relevant to administrators and managers

To many people, the phrase "managing your boss" may sound like manipulation or corporate 'cozying up'. But this workshop is not about political maneuvering, it's about the best ways of consciously working with the person you report to in order to get the best possible results for you, your boss, and your organisation. This course is not about creating a better filing system or honing your note taking skills, it's about:

- effective workplace communications, particularly listening
- conflict management and resolution
- dealing with pressure and priorities
- understanding your boss' working style
- problem solving and creativity

"I thought the course was great – very insightful and has linked in well with some other courses I have done. The trainer kept me engaged and motivated." RN, Financial Services Compensation Scheme



Strategy: from vision to implementation

1 day 24 July £345** | £445* | £495

For managers looking for an introduction to strategy and an all-round overview of the topic, thinking more strategically is important for everyone these days

Suitable for anyone facing a strategic challenge, this course will help you get started by giving you useful concepts, frameworks and tools you can use right away to improve your products, services and plans. There will be a focus on understanding where you are now, creating a clear vision of where you want to get to, what you have to do to get there, and thinking about impact. You will cover:

- what is a strategy and why does it matter?
- how do I get one?
- who does it?
- how will I know if I have been successful?

"I really appreciated being able to bring my strategy work with me to the training session. It meant I could refer the learning back to my work immediately. I love the Centre and its facilities." SG, Farm Africa

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- 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 call us on 020 7490 3030, or email info@the-centre.co.uk



Finance skills for non financial managers

2 days 28-29 July £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 trainer was brilliant: open to our questions, suggestions and always kept the humour going. I also felt very at ease to ask questions and to say something when I didn't understand." MD, Prostate Cancer UK

Training the trainer

2 days 4-5 August £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

"An excellent course covering a wide range of helpful issues that could be used not just in training situations but also in everyday work environments. All of my objectives were met." PH, Breast Cancer Campaign

Marketing: getting your message across

1 day 7 August £345** | £445* | £495

An introductory course for anyone who needs to develop a marketing programme; suitable for people working within any sector

Having a good product or service is important; selling it at the right price is vital; but knowing your audience and how to communicate with them are the essential links that connect what you offer with profit. This practical course will help anyone responsible for the marketing function to create an effective programme for their organisation that positions the product, generates interest and helps convert their prospects into customers. You will cover:

- understanding your product and what your customers want
- making the business case
- different types of communication
- the medium and the message
- making the right choices

"The training was very insightful. The trainer used clear and relevant examples from our different backgrounds. Thumbs up!" SD, Electrical Safety Council

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 course definitely met my objectives and I now feel like I know where to start when I get back to work. I really enjoyed the mixture between interaction and being taught." CP, The Royal College of Radiologists

Handling the press and media

1 day 1 July £295** | £395* | £445

For all those who take on the role of press officer

Harnessing the power of the media is a cost-effective way of getting your message across to large audiences and decision-makers. By learning how to deal with journalists you can positively influence what is printed and broadcast. In this course you will find out what makes a good story and what makes journalists tick. You will cover:

- identifying the news outlets that matter to your organisation
- how to tell a newsworthy story and develop news hooks
- developing a media campaign
- how to use celebrity 'stardust' and media stunts that work
- creating a toolkit for journalists
- strategies to handle a media crisis

"I liked the course and got lots of food for thought. The trainer was very nice and was really good at managing the group so we didn't go off topic." AMF, The Place

Presentation skills: making effective and confident presentations

1 day 3 July & 24 July £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 was really impressed with the trainer's experience, having worked in the dramatic sector and on radio. They really helped with my delivery skills and gave some extremely useful tips." RP, Talbot Underwriting 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.

"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.



Neuro Linguistic Programming (NLP)

1 day 13 July £295** | £395* | £445

For those who want to understand what NLP is all about and practice 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

"An excellent experience. The course was well paced and informative. The trainer was great and the individual attention was really valuable." SP, TEFL Teacher

Focus groups

1 day 21 July £295** | £395* | £445

For anyone who wants to run or understand focus groups, or who wants to undertake stakeholder research

Do you know what your customers are thinking and feeling? A focus group can help you find out. A well run focus group can give you valuable insights and help you plan better products and services. This practical, one-day course will give you the skills you need to set up and run great focus groups. You will cover:

- when and how to use focus groups
- recruiting the participants
- finding the right venue
- identifying and formulating your questions
- moderating skills
- analysing and reporting findings

"An excellent and very relevant course. I definitely feel well equipped to have a go at my own focus group now. The trainer was great and kept us engaged." JK, UPP Reading

Internal communication

1 day 23 July £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

"I was very impressed with this course, it was great. The trainer gave lots of helpful information and I have lots to take away with me." FT, Generator Hostels Ltd

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

"I have recommended this course to my manager because I found it so valuable. I have already used a number of the techniques learnt successfully." KB, Chartered Society of Physiotherapy

Report writing skills

1 day 30 June £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

"The trainer was excellent: very professional, down-to-earth and friendly. The course gave great detail, in a simple way, and covered things I didn't even think of." PD, Newlon Housing Trust

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

1 day 2 July £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 trainer was great. She listened to us and gave us great information. I feel more confident now in what I'm doing and definitely feel like the course has helped me." LM, Villa Plus

Writing speeches: keynotes, presentations and special occasion

1 day 3 July £245** | £355* | £395

For anyone who is involved in the creation of speeches

With a little coaching and preparation, most people can deliver a speech, but few can actually write a good one. A well-written and well-delivered speech can be a forceful medium for promoting an organisation and a powerful way to communicate messages. In this interactive workshop, learn simple skills to help you to write for the ear, not the eye. You will acquire user-friendly techniques for researching and composing speeches to engage, inform, entertain and motivate listeners. You will cover:

- researching and outlining your speech and setting objectives
- developing the best speech structure
- writing with the audience in mind
- crafting powerful openings and memorable conclusions
- anticipating questions and crafting answers with brevity and impact

"The course was excellent and I would recommend it to my colleagues. The trainer was knowledgeable, engaging and has given me increased appetite and confidence for future speeches." PS, WRAP

Writing letters and emails

1 day 15 July £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 and I didn't feel like I was stupid if I didn't know something. I am more than happy with the new found techniques I have got from this course." SC, Simarc Property Management Ltd

Print newsletters that will get read

1 day 16 July £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 trainer was very engaging and knowledgeable on her subject. The course met my objectives and I now have a better understanding of how to effectively communicate through writing."
GH, Catalyst Gateway

Writing skills: the basics

1 day 6 August £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

"The trainer was very good, friendly and made me feel I could ask any question. The course gave a very good overview and ideas for where to turn if you get stuck. I feel more confident with my writing skills."
KS, Energy Institute

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

"This course more than met my expectations and has left me feeling encouraged about tackling the website. I was encouraged by the trainer and feel able to go away and use the tools shared."
AJ, NHS Hastings CCG

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 will come in handy."
KK, British Heart Foundation

Assertiveness skills: a practical approach

1 day 23 June & 29 July £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

"This was a very good course which helped with all of my worries. The course was informative and brought me some extra confidence – it was a really good day." JM, Kent County Council

Developing your personal brand

1 day 29 June £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" in terms of how you perceive yourself, how others see you, how assertive you are, your level of self-awareness, how well you manage your emotions, how well you relate to others, and how you handle conflict
- knowing how to communicate to build rapport and empathy
- your strengths and areas for development in interpersonal relationships and 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 learned a lot." AR, Zurich Insurance Plc



Personal effectiveness: be more confident at work

2 days 9-10 July £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 trainer was brilliant; really encouraging and very knowledgeable about all the issues that were raised. The course helped to give me some pointers to think about in terms of how to communicate and what to avoid." JK, The Citizenship Foundation

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



Time management for managers: work smarter, not harder



1 day 17 July £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 everything I needed. The trainer was very approachable, helpful and friendly. The Centre is great and they provide lovely food." AH, Association of Colleges

Time management for administrators: managing time and workload

1 day 23 July £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 have learned a lot about being more assertive, that saying no is not a bad thing and that I should focus on joining my tasks to the aims and mission of the organisation." SJM, Pancreatic Cancer UK

Stress management and resilience

1 day 4 August £245** | £355* | £395

For anyone who wants to understand stress and establish effective, practical, stress management strategies

This stress management and resilience programme will enable delegates to recognise the symptoms of stress as well as the effects of stress on the body and mind. You'll complete a stress audit, examine the mind body connection and how you can employ effective strategies to ensure your wellbeing. You will have the opportunity to learn about the latest research from the field of psychology, neuroscience and contemplative practice and then practise tried and tested strategies from these disciplines. You will cover:

- understanding stress
- the role of resilience
- stress triggers and how to avoid them
- the neuroscience of stress
- creating your own wellbeing plan

"Excellent. I would highly recommend this course. We had a great trainer who covered the topic well and made us comfortable for what could be a personal topic." TJ, Society of Petroleum Engineers

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 everyday 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

Customer care and telephone skills

1 day 7 July £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 the skills to improve my customer care and can build on my working relationships. I feel this course has really helped me." ST, CASCO Limited

Minutes: taking and writing effective minutes



1 day 10 July, 20 July & 12 August £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 feel this course has been very useful. I have never had minute-taking training before and I have learnt many new skills thanks to this course." JR, London Probation Trust

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

2 days 13-14 July £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 is an excellent venue with a high level of communication prior to course." LB, Macmillan Cancer Support

Essential skills for administrators

1 day 5 August £245** | £355* | £395

For administrators, secretaries and receptionists

In any organisation, the admin team has the biggest variety of responsibilities. It has to be constantly flexible and responsive to the needs of management. The admin team is the face of the organisation as they are the first point of contact for clients, so they must make themselves stand out by being proactive and efficient. You will cover:

- supporting your managers and other team members effectively
- managing your time, priorities and workload
- providing good customer service for internal and external customers
- delegating to others and accepting delegation
- dealing with difficult situations
- top tips for writing effective emails and letters

"The atmosphere was warm and friendly and the trainer encouraged the whole group to openly discuss their working environments. I have learnt a lot from this course." CM, Leukaemia and Lymphoma Research

