

## ➔ 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 [naomi.glenn-sempare@the-centre.co.uk](mailto:naomi.glenn-sempare@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 [natasha.oldham@the-centre.co.uk](mailto:natasha.oldham@the-centre.co.uk). Thank you.



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## ➔ Venue

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

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

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

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

Visit [www.the-centre.co.uk](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!

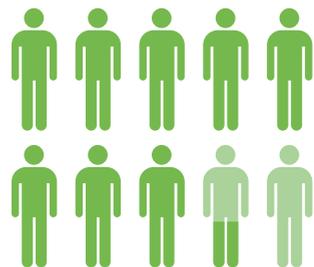
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## 🔄 Updated courses

As the working world changes so do our courses. We refresh our course materials on a regular basis to ensure our constantly evolving learners' needs are met. You'll find this symbol next to our courses that have most recently been updated. Take a look at the course page to read our new outline.



# 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

15-16 February follow-up 1 April 1.30pm-4pm & 10-11 March follow-up 28 April 1.30pm-4pm  
£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

"This course has built my confidence and taught me the key skills of being a line manager. There was a great combination of slides, group work and personal examples, so at no point was the course boring."  
CH, Museum of London

## Moving up in management: extending your management skills

2 ½ days

29 February-1 March follow-up 15 April 1.30pm-4pm  
£655\*\* | £825\* | £925

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

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

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

"The course met my objectives exactly. It has given me confidence in my own ability and taught me not to be afraid of pushing outside of my boundaries."  
SK, NHS South CSU

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

2 ½ days 5-6 April follow-up 20 May 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

"I took a lot away from the training course and really considered what strategies I need to apply to my own situation. I have learnt so much."  
LG, L&Q Housing

## 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.

## Appraisal skills

1 day 15 February £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 now have more knowledge about best practices and how I can have a more effective appraisal where objectives are set and met. The trainer responded well to questions, comments and specific issues."  
MP, Royal College of Art

## Training the trainer

2 days 18-19 February & 23-24 March  
£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

"I now feel confident that I can deliver training in an authoritative and engaging way. I have learnt a lot of useful tips."  
CW, National Council for Voluntary Organisations

## Budgeting skills for non financial managers

1 day 19 February £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

"I feel that I now understand the terminology of budgets and I feel confident to own one. The Centre was better than I expected, the building had a great feel and the refreshments were great."  
AL, Arcadia Group Ltd

## Project management

2 days 23-24 February & 29-30 March  
£655\*\* | £825\* | £925

For anyone who manages projects – large or small

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

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

"This course has gone a long way in showing me how beneficial project management can be. The course is very useful and the trainer was great at imparting knowledge."  
MM, Association Of Commonwealth Universities



## Managing poor performance, absence and stress



1 day 25 February £345\*\* | £445\* | £495

For managers who need to deal with poor employee performance

Addressing staffing challenges helps managers to contribute to organisational effectiveness and a failure to do so can damage all stakeholders. This course focuses on working within an appropriate policy and legal framework to secure desired outcomes. The course uses group discussion and case studies based on real experience, whilst offering guidance on appropriate policy frameworks. You will cover:

- the law on performance, absence, stress and disability
- dealing with cases of victimisation, bullying and harassment
- managing absence – acceptable levels and medical support
- appraisals, supervision and addressing unacceptable performance

"The trainer had excellent experience and knowledge. My overall experience at the Centre was excellent and I would recommend their training courses." EM, Shape Arts

## Team leader skills: building and leading a high performance team



1 day 26 February £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
- inspiring and motivating your team
- common challenges for team leaders

"The course has motivated me to do what I am doing better and gave some tools to assist me with this. The Centre is lovely and I never once looked at the time to see how long it was to finish." LC, Grant Thornton International Ltd

## Negotiation skills

1 day 9 March £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 away a range of tools and research." GT, Gamcare

## Creative thinking and innovation toolkit: tools for creativity

1 day 14 March £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:

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- 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 away a range of tools and research." GT, Gamcare

## Finance skills for non financial managers



2 days 14-15 March £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
- analysing your accounts
- evaluating opportunity costs

"The course was excellent – one of the best I've been on in years! I came with a negative 'this will be boring' attitude and am leaving utterly inspired, something I never thought I would be. The trainer delivered with clarity and was exceptionally knowledgeable." AG, Longacre School

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

1 day 15 March £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

"The course gave a wonderful range of situations and solutions. We were given a lot of information, but at an easy to digest pace in a very inspiring and comfortable environment." EP, British Heart Foundation

## Facilitation skills

1 day 16 March £345\*\* | £445\* | £495

For team leaders and project managers who want to know how to facilitate productive discussion

A facilitator is a coordinator, leader, thinker, negotiator, timekeeper, recorder, referee and neutral observer. This course will help you develop the skills to take on these different roles. You will look at the principles, values and techniques for dynamic, participatory and experiential facilitation. You will cover:

- the art and values of facilitation
- processes including needs assessment, establishing aims and objectives and evaluation
- facilitation tools
- facilitation for meetings, consultation, consensus-building, breakout groups and plenaries
- team-building
- problem-solving, including handling challenging behaviour
- cross-cultural work and equal opportunities

"The course was varied in its structure, which kept it interesting. The training has taught me a lot about handling different types of audiences and has given me new methods of delivering courses." DW, Engineering Council

## Handling difficult people and situations: essential tools



1 day 16 March £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 really enjoyed the day. The trainer was very patient and explained all aspects very well. I now have tools to plan and prepare for a difficult conversation." LW, Royal College of Midwives



## Recruitment and selection: finding the right person for the job

NEW

1 day 21 March £345\*\* | £445\* | £495

For anyone responsible for recruiting staff including assessing talent and conducting interviews

This course will help you develop the skills and confidence you need to recruit the right person for the job and build a diverse and competent workforce for your organisation. You will learn practical methods to recruit in a timely and professional manner. Over the day you will cover:

- planning for recruitment
- information for candidates - the recruitment pack
- how to avoid 'dumping' (but still get the mundane stuff done)
- shortlisting methods
- contract
- induction

## Strategic planning and thinking

top seller

2 days 21-22 March £655\*\* | £825\* | £925

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

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

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

"The course was superb and very enjoyable. The trainer has been brilliant and I would easily recommend him again. Overall this was the best course I have done in years. It was fantastic!"  
AR, Bibby Financial Services Ltd

## Delegation skills

1 day 23 March £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 course was awesome. Great food, great snacks, great facilities and I have taken away great skills. The course exceeded my expectations." AD, London School of Economics

## Time management for managers: work smarter, not harder

1 day 22 February & 4 April £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

"I learnt a number of useful techniques which I will be able to use and apply to my day-to-day work life. The facilities at the Centre were tremendous." SH, Baring Partners LLP

## Personal effectiveness: be more confident at work

2 days 29 February-1 March £450\*\* | £675\* | £755

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:

- 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"

"I really enjoyed the course and have learnt valuable skills which I will put into practice at work. I also learnt how to remain focused and prepare for a presentation." AC, NHS Professionals

## Assertiveness skills: a practical approach

top seller

1 day 4 March & 6 April £245\*\* | £355\* | £395

For administrative staff and those new to supervising or leading teams

This course provides the skills and tools you need to become more assertive, and to present your ideas and opinions in ways that enables you to feel heard and respected. You will learn how to communicate in a confident and positive way, with a focus on developing a personal style that will benefit you, your colleagues and your organisation. You will cover:

- the Neuroscience of assertiveness
- recognising your own style: passive/aggressive, indirect or assertive
- tips on how to think and act more assertively
- receiving and giving praise and criticism
- communicating clearly and being heard
- impression management and the importance of body language

"The course met my needs in terms of a good introduction to core techniques and being able to practice them against fictional scenarios. The trainer was very engaging and made it fun to learn."  
HW, Prostate Cancer UK

## Developing your personal brand

1 day 7 March £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
- 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

"My objectives were met very well and I will now slow down and look at others' perspectives. The trainer kept the course moving and above all interesting throughout the day." PB, The Big Issue

## Time management for administrators: managing time and workload

top seller

1 day 10 March £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

"Brilliant! A very relaxed venue and the course was quite empowering. I was given some useful ways to deal with workload."  
JC, The Mayhew Animal Home



## Communication in the workplace

1 day 16 February £295\*\* | £395\* | £445

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

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

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

"The trainer was excellent – she was clear, concise and enthusiastic regarding the topic she was teaching. There were relevant and reliable examples used to help visualise and practice techniques we had learnt." **SB, I.P Solutions**

## Focus groups

1 day 17 February £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

"The course had a lot to offer and it was as valuable to me (a first timer) as it was to my more experienced colleagues. All in all, I really enjoyed the training and I am sure it will enhance my work." **BC, QS Intelligence Unit**

## Confident and effective presentations



1 day 3 March & 4 April £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 plenty of opportunities to practise and get valuable feedback. 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

"The course was well structured and paced – I learnt more than I anticipated. I wanted to be more confident and concise – both of these things have improved and I have the tools to improve further." **JC, Diabetes UK**

## Social media and online communications: a strategic approach

1 day 11 March £295\*\* | £395\* | £445

For anyone who wants to incorporate social media and online communications into their PR strategy

Social media and online communications need to be integrated into an organisation's PR strategy if it is going to communicate effectively. This non-technical course will introduce participants to the opportunities social media provides to reach their audiences in new and cost effective ways. The course will cover:

- choosing the right social media vehicles for your organisation
- social networking and blogging
- votes, polls and online action
- developing an online communications strategy

"This course made me think outside the box and looked at the different types of social media we can use. The trainer was very experienced and able to offer lots of hints and tips for using social media." **JL, The Lesbian and Gay Foundation**

## Internal communication

1 day 17 March £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

"A very interesting course that really made me think. It was a very positive experience and I have come away with practical ideas and things to implement." **SP, English National Opera**

## Influencing skills



2 days 31 March-1April £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

"This is my third Centre course and I think they are great. I really valued the trainer's feedback and actually the video filming was really helpful. I also valued the visualisation and creating my personal brand." **SB, Nesta**

## savings@the-centre

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

For more details on these and other ways to save money, visit [www.the-centre.co.uk](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)



## Minutes: taking and writing effective minutes



top seller

1 day 17 February & 18 March £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 understand the basic rules and guidelines for minutes as well as practising essential skills like listening and taking notes. You will learn how to write accurate minutes with confidence. Over the day you will cover:

- preparation for taking minutes and meetings
- layout, grammar and language for minutes
- what to include and what to leave out
- listening skills
- tips and tricks for note-taking
- working with the chair

"I have left with numerous easy to apply tools to take effective minutes. I can tell that my active listening skills have improved tremendously. As a visual learner, the tools and presenting material matched my learning style." LM, UPP

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

2 days 25-26 February & 7-8 April £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 provided me with even more information than I expected. The trainer went above and beyond to make sure we got the best out of the course. It has to be one of the best courses I have ever attended." MK, Prudential plc

## Customer care and telephone skills

1 day 2 March £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

## Receptionist training: becoming an exceptional receptionist

1 day 4 March £245\*\* | £355\* | £395

For receptionists, administrators and anyone who deals with the public

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

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

"I got some great tips to take away with me especially around email. I really enjoyed the course and got some great advice from each section." KD, Chalfont Community College

# 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.

"It was great that the course was tailored to meet our needs. The trainer was flexible and adapted to requests to add in content." MS, Prostate Cancer UK

For more information contact us on [incompany@the-centre.co.uk](mailto:incompany@the-centre.co.uk) or 020 7490 3030.

## Essential skills for administrators



1 day 7 March £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 trainer communicated effectively and everyone was made to feel involved in the training. I would highly recommend the training and trainer." RF, Moorfields Eye Hospital

## Effective office management

2 days 17-18 March £450\*\* | £675\* | £775

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

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

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

"The course was well structured and gave plenty of examples, including real life ones. I learnt many new skills and techniques. The Centre had really friendly staff and clean facilities." AP, National Union of Teachers

## Email newsletters and bulletins

1 day 18 February £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
- writing for the screen
- a formula for the first paragraph
- writing good, short, clear pieces
- interactivity and driving traffic back to your website

"I really enjoyed the course and it has given me the foundations to develop my skills in this area. The trainer was great – she gave really good formulas to be able to apply the training to the workplace."  
AH, Audio-Technica

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

1 day 23 February £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. 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

"The course content was fab and I now have a lot of ideas which I look forward to putting into action when I go back to work. The Centre had good food, facilities and great staff." RL, Supreme Court

## Write for success

1 day 24 February £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

"From this course I will now think and plan differently in the future. I now feel I will be able to critique and edit my own documents a lot better." SW, Electoral Commission

## Preparing tenders and proposals: the pitch, process and presentation

1 day 2 March £245\*\* | £355\* | £395

For anyone who delivers tenders

This workshop will prepare you for all aspects of tendering. Whether you're delivering services or developing fundraising proposals, you will be encouraged to share your own experiences and apply learning to your own situation. You will work on your own specific tendering and fundraising opportunities from which to draw shared learning so that at the end of the day you leave with a clear action plan. You will cover:

- understanding your business and your competition
- key strategies for bidding
- the right style and structure for your tenders and proposals
- presenting your proposal with impact
- building long-term relationships after the contract

"I learnt a lot of useful skills and picked up lots of tips on how to make my applications more compelling. The course was very useful and covered all the points that I was hoping for."  
AE, Peterborough Environment City Trust

## Business writing skills

2 days 8-9 March £450\*\* | £675\* | £755

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

"I felt I have gained a lot from this course and that I can take a lot back to my day-to-day role. I also feel I will be better at structuring my emails and letters." MS, L&Q Housing

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

## Report writing skills

1 day 22 March £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 course gave me lots of good tips and suggestions to take forward. The trainer was approachable and tailored the course well to meet our needs." IS, First Great Western

## Writing letters and emails

1 day 31 March £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 it didn't make me feel like I was stupid if I didn't know something. I am more than happy with the new found techniques I have got from this course."  
SC, Simarc Property Management Ltd

