

➔ 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 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.

- For cancellations four weeks before your training date, we will refund the full fee.
- For cancellations more than seven days, but less than four weeks before your training date, we will refund half of the fee.
- For cancellations less than seven days before your training date the full fee will be required.
- 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. Thank you.



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of performance
enhancing
training



the-centre **20**
years
for all your training needs

ILM
endorsed
management
courses

see page 4

Autumn **2016**
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, 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 be more convenient and cost effective 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

e info@the-centre.co.uk

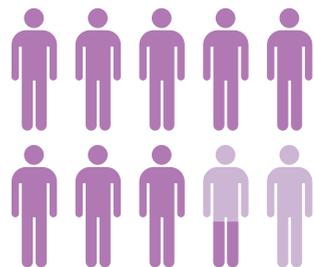
w www.the-centre.co.uk

🔄 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.

CPD

Courses with this symbol next to them are CPD accredited. To find out how many CPD hours you can gain from attending these courses visit 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

top seller

CPD

2 ½ days
19-20 September follow-up 2 November 10am-12.30pm &
13-14 October follow-up 23 November 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

"I thoroughly enjoyed the course and found the most useful aspect was sharing good practice. I received lots of practical takeaways, many of which I have been able to implement already. I also felt reassured in taking up new line management responsibility." SC, King's College London

Moving up in management: extending your management skills

2 ½ days
3-4 October follow-up 23 November 10am-12.30pm
£655** | £825* | £925

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

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

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

"This course was money well invested. The trainer was friendly, empathetic, knowledgeable and tailored the course to our needs, giving good, relevant examples. The welcome by the reception staff was also exceptional." EV, Ethical Property Company

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

2 ½ days 5-6 October follow-up 18 November 1.30pm-4pm
£655** | £825* | £925

For new and aspiring senior managers and chief executives

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

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

"The trainer was brilliant at bringing the course to life – an excellent mix of learning, sharing, examples and great advice. I left with some great ideas to utilise at work, improve my performance and enable me to motivate the team so they work more effectively." LT, Help for Carers

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.

Leading with authenticity **NEW**

1 day 20 September £345** | £445* | £495

For senior managers who want to enhance their leadership attributes and skills so they have greater impact

In today's environment, effective leaders combine a personalised mix of skills, capacities and experience with insight, intelligence and story-telling to effectively promote their vision and increase engagement with their organisational and long-term objectives. This one-day course provides the opportunity to explore effective styles of leadership and their impact, the markers of outstanding leadership and the personal characteristics and values that define your authenticity. You will cover:

- key leadership theories and styles
- characteristics of outstanding leaders
- organisational culture and its impact
- leadership self-assessment
- creating personal narratives through story-telling
- values-based leadership
- leading amidst uncertainty

Training the trainer

2 days 22-23 September & 31 October-1 November
£655** | £825* | £925

top seller

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 that exceeded my fairly high expectations. The trainer brought the group together very well to make it a very effective session. It felt like a very supportive environment." AC, Anji Clarke Contracts & Copyright

Handling difficult people and situations: essential tools



1 day 26 September £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

"This course has increased my confidence, helped me to understand people's perceptions and what language to use to carefully resolve issues at work." DF, National Union of Teachers

Project management

top seller

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

For anyone who manages projects – large or small

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

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

"My main aim was to gain an introductory understanding of how to approach and manage a project from start to end. This has definitely been achieved. The course was good, enjoyable and informative." MR, Universities UK



Working effectively with your manager

1 day 28 September £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

“This course went beyond my expectations, I have had a fantastic day here. The trainer and course content were great and the facilities were brilliant!” HD, Church of England

Strategy: from vision to implementation

1 day 29 September £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?

“A very interesting course. It made me think clearer and understand the strategic process more. The trainer was good – he was very knowledgeable and interesting.” NF, Action on Hearing Loss

Handling difficult people and situations: extending your skills and confidence

2 days 3-4 October £655** | £825* | £925

For anyone who needs to deal with challenging attitudes, behaviours and situations

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 challenging people and situations, giving you the confidence and understanding you need to effectively deal with them. This two-day course will allow for deeper exploration of the subject area as well as self-assessment exercises and situation role plays. You will cover:

- understanding yourself and the effect you have on others
- knowing how and when to tackle challenging issues
- listening to understand and speaking to be understood
- dealing with conflict and aggression
- how to build your confidence and assertiveness

“The trainer was very informative, passionate and had an amazing knowledge of the subject. The trainer encouraged discussion and was very helpful in coming up with solutions to problems.” MW, L&Q London Housing Association

Event management: an introduction

1 day 10 October £345** | £445* | £495

For administrators and coordinators new to event management

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

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

“The course was just what I was looking for. It has helped with new ideas and also confirmed I am already doing a lot of good processes. The trainer was fantastic – she was informative, clear and gave plenty of time for discussion.” KH, B&CE

Coaching skills for managers

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

For anyone who manages, supports or coordinates other people

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

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

“The course was very good – it has given me the understanding of what coaching is all about. In particular, the ‘grow’ method will change my view of speaking and listening.” JN, The Lansdowne Club

Facilitation skills

1 day 13 October £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

“This training has made me feel more confident and empowered. The course was very interesting and insightful, it was very interactive and kept me engaged throughout the day.” ET, Engineering Council

Human Resources: the basics

NEW

1 day 18 October £345** | £445* | £495

For managers who need an understanding of key HR challenges

Knowing about basic HR is essential for developing your staff and for avoiding costly mistakes. This course offers a taster of the kind of issues you are likely to face, and how to go about dealing with them. It will give you a better understanding of HR fundamentals through a series of case studies, information sessions and group discussions. You will cover:

- essentials of employment law
- recruitment and selection
- getting the best from your staff
- managing sickness and absence
- dealing with difficult employment problems
- a checklist for disciplinary action
- how HR strategy can make your organisation work better

Strategic planning and thinking

top seller

2 days 19-20 October £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 presentation and materials were very successful in meeting my objectives. The course was well laid out and informative. The trainer had a wealth of experience and was able to make lots of useful analogies and examples. I really enjoyed it.” PR, DACHSER Ltd



Budgeting skills for non financial managers

1 day 24 October £345** | £445* | £495

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

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

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

"A very well paced day with clear handouts. It was good to have an opportunity to ask questions in a safe environment. I found the course very helpful, thank you." **MS, The Children's Food Trust**

Team leader skills: building and leading a high performance team



1 day 24 October £345** | £445* | £495

For anyone who wants to enhance their team's performance

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

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

"I believe I now have a better understanding of how to approach team members. In particular, gaining the most from their abilities, finding their motivators and knowing how I can support and enhance their skills. I have learnt lots of new techniques." **TO, Gett**

Emotional intelligence in management and leadership

1 day 25 October £345** | £445* | £495

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

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

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

"An engaging course with a positive outcome. I have been given great examples which I can apply to my day-to-day life. The course was great and the trainer was very professional." **AG, Creative Instore Solutions**

Event management: intermediate

1 day 28 October £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

"A great day of training. The course trainer made the training very interactive and engaging and I really learnt a lot. The atmosphere at the Centre was very welcoming and relaxing." **CR, Sandwell & West Birmingham Hospitals NHS Trust**

Managing change

NEW

1 day 31 October £345** | £445* | £495

For managers and leaders who want to bring about positive change in their team, workplace or organisation

Change is the only constant at work and without it we can't go forward. As managers, we need to embrace change and motivate our teams to do the same. This course will give you tools for understanding underlying models of change as well as how to manage and lead others to ensure good results. You will cover:

- Kotter's fundamental model of change
- different kinds of change and different ways to lead your team
- planning change: frameworks to help your thinking
- dealing with resistance in your team and in stakeholders
- Kurt Lewin's three phases of change: managing in the tricky transition period
- influencing others and gaining buy-in
- measuring and communicating the results

Supervision skills: managing people and teams

2 days 3-4 November £655** | £825* | £925

For anyone with line management responsibilities

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

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

"This course was very enlightening and I would really hope to have many more training days like this. The course will really help in my progression as a supervisor. The trainer was lovely and very good at what she does." **JH, Encore Tickets**

Confident and effective presentations



1 day 7 October & 9 November £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 trainer was able to help me fulfil my objectives and she was truly inspirational. She was an amazing trainer and a very good representation of how good the Centre is." **YA, Off the Record**

Radio and television interviews

1 day 10 October £295** | £395* | £445

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

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

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

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



Impactful presentations: two-day masterclass

2 days 17-18 October £595** | £755* | £855

For experienced presenters looking to develop their style and deliver impactful presentations

These days, most of us have to give presentations, and most of us would like to stand out from the crowd – to give memorable presentations that really touch the audience. This course will help you find a unique, compelling style, building on the skills you have and enabling you to be a highly effective spokesperson. You will cover:

- what makes a presentation memorable
- attention grabbing openings and strong closings
- presenting with increased confidence and effect
- developing an inspirational personal style
- building rapport with your audience

"A fantastic course with an obviously experienced trainer. It was really well structured and easy to follow. I have learnt more than I would have believed and feel a lot more confident going forward."
FB, L&Q London Housing Association

PR strategies that work

1 day 17 October £295** | £395* | £445

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

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

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

"This course was extremely informative and has given me a good oversight and very good ideas to move forward. The trainer was extremely experienced and passionate about PR and the process."
GM, Financial Services Compensation Scheme

Neuro Linguistic Programming (NLP)

1 day 26 October £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

"I wanted to learn how to communicate more effectively and this course helped meet that objective. I found the goal setting especially useful." TL, Kent County Council

Handling the press and media

1 day 27 October £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

"The trainer was wonderful, she was very knowledgeable and a pleasure to listen to. She gave us all so many new ideas, some of which I have already put into action."
MOT, Partners for Improvement in Islington

Minutes: taking and writing effective minutes



1 day 26 September & 20 October £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

"The course exceeded my expectations! It was more interesting than I had anticipated and I learnt more than I expected. It is all much clearer now. Listen more, write less – if only I had known before!"
AB, The Nursing & Midwifery Council

Customer care and telephone skills

1 day 5 October £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 would like to pass on my appreciation to the instructor for working so hard to adapt the course to be more relevant to my working procedures at TFL. The day was very enjoyable and the Centre made us all feel so welcome." PR, TFL

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

2 days 25-26 October £450** | £675* | £775

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

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

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

"Over the past two days I have learnt so much. The Centre as a whole has been great and I will be recommending this company to a lot of people. I'd also like to do more courses myself."
TM, Bioline Reagents Ltd

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



Speed reading

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

For anyone who has a lot of reading to do and wants to save up to two hours a day

By attending this course you will at least double your reading pace and retain more information – not less, as your brain works better at faster reading speeds. It is likely to save you two or more hours per day and allow you to be better briefed and more informed. You will learn how to read at the correct speed for what you are reading and why. You will cover:

- improving the mechanics of reading
- reading problems and how to overcome them
- causes of poor concentration and improving this
- improving comprehension including peripheral reading
- memory and retention improvement exercises

"The course had a great mixture of methods to increase one's reading speed and practical exercises to reinforce the ideas. An excellent course." RG, Oldfield Partners

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

1 day 22 September & 8 November £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

"We had a great trainer – she instilled confidence in my ability to write for digital media and provided practical advice and tips. The skills I've learnt on the course have added to my writing toolkit." JD, International Fund for Agricultural Development

Email newsletters and ebulletins

1 day 27 September £245** | £355* | £395

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

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

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

"A really insightful course with handy and helpful tips we can implement straight away in our next newsletter. The trainer was attentive to what we wanted to achieve, understood our work and what the purpose of our newsletter was." JS, Solicitors Pro Bono Group

Business writing skills

2 days 29-30 September £450** | £675* | £775

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

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

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

"This course met my expectations and I am now hoping to be able to improve my skills at work and my personal life. I would highly recommend this course and trainer, her input was huge!" LE, Eastend Homes

Report writing skills

1 day 11 October £245** | £355* | £395

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

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

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

"The course exceeded my expectations - it's the best course I've been on and well worth the money. My whole group was dealt with as individuals with their needs addressed and objectives met." HH, Pearson VUE

Grammar and punctuation at work

1 day 14 October £245** | £355* | £395

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

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

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

"This course was very good. I would recommend all employees to take it. The course is extremely relevant to any report writing roles. I loved the examples and suggestions from the trainer, it was all excellent." DV, Talbot Underwriting Ltd



Write for success

1 day 27 October £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

"The course was really good and I have learnt a lot more than I expected. It went beyond my expectations and I feel I have lots of knowledge and skills that I can apply to all aspects of my role." DN, Electoral Commission

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

1 day 1 November £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

"Absolutely brilliant! As a beginner I was worried that I wouldn't understand and therefore not learn. However, the trainer checked that everyone was understanding and didn't mind re-iterating points. I am looking forward to putting it all into practice." RL, National Space Centre

Time management for managers: work smarter, not harder



1 day 21 September & 2 November £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 training was excellent and I did not lose interest at all. It was a fantastic day and a very informative course. I would recommend this to other member of staff to attend." CA, Deltek GB Ltd

Self-awareness at work

NEW

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

For anybody who wants to understand emotional intelligence and how it can help them in the workplace

Being self-aware in the workplace is vital if you want to develop your own skills and the skills of those you work alongside. Starting with an introduction to emotional intelligence, this practical one-day course will also examine how you handle conflict and give and receive feedback. You will cover:

- simple, proven processes for improving self-awareness
- handling conflict with confidence
- how to assert yourself more calmly
- giving and receiving better feedback
- questions and techniques for handling and resolving conflict situations
- action planning for future development

Increasing performance with positive psychology

NEW

1 day 6 October £245** | £355* | £395

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

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

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

Assertiveness skills: a practical approach



1 day 7 October £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 enable 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

"I really enjoyed this course, it has helped me in identifying key challenges I face at work. The trainer was really helpful, calm and made the day very enjoyable." SM, Royal Borough of Greenwich

Stress management and resilience

1 day 11 October £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

"The exercises given out on the course were very helpful to me. The training was enjoyable and the Centre environment was friendly, accommodating and welcoming." DM, The Courtland Institute of Art

Time management for administrators: managing time and workload



1 day 12 October £245** | £355* | £395

For administrators and office staff struggling with a heavy workload

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

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

"The course content was great for this course – it covered all aspects of time management. The trainer was very engaging and ensured that she covered the material to meet all attendee's objectives. The overall experience was great!" LB, Watmos Community Homes

Developing your personal brand

1 day 3 November £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
- how to be assertive without being aggressive

"This course has really helped me to understand my brand and identify these areas and skills that I need to develop. The trainer was excellent and made me and the group feel at ease." TW, Sport England

Personal effectiveness: be more confident at work

2 days 7-8 November £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"

"It was a fantastic course and has helped immeasurably, not only at work but also generally. It is incredible what can be achieved in two days in one room. I would recommend to anyone in a similar situation." NH, Royal Albert Hall