

➔ How to book

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

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

➔ Course fees

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

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

Standard price applies to all other organisations.

All fees are subject to VAT.

➔ Payment

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

➔ Special requirements

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

➔ Confirmation of booking

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

➔ Cancellation and transfer policy

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

- For cancellations four weeks or more before the training day, we will send a full refund.
- For cancellations less than four weeks, but more than seven days before the course, we will refund half the fee.
- For cancellations within seven days of the course, the full fee will be due.
- If you want to transfer to a different day or course, we will be happy to help.
- If you transfer more than one week, but less than three weeks before the start date, a transfer change 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 do not constitute a cancellation.

➔ The Centre mailings

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



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Early Autumn **2014**
training
programme

book

online at www.the-centre.co.uk

email info@the-centre.co.uk

call **020 7490 3030**

➔ Venue

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

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

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

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

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

➔ Contact us

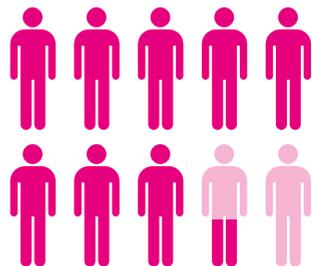
If you have any questions or need any help finding the perfect course for you feel free to contact us. We're always happy to help!

t 020 7490 3030

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e info@the-centre.co.uk

w www.the-centre.co.uk



84%

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



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Moving into management: taking on your first management role



2 ½ days 3-4 September follow up 13 October
1.30pm-4.00pm & 1-2 October follow up 12 November
10.00am-12.30pm £635** | £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 to 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

"Right now I feel like I can't wait to be back and start applying the concepts covered. I'm feeling motivated and more confident. Thank you." GLB, Museum of London

Moving up in management: extending your management skills

2 ½ days 17-18 September follow up 31 October
10.00am-12.30pm £635** | £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

"A useful course. Although I have been in a management role for some time it was helpful to understand certain processes and the importance of having structure. The trainer was very motivating, engaging and enthusiastic." EC, NVCO

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

2 ½ days 13-14 August follow up 17 October
10.00am-12.30pm £635** | £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

"My aim was to gain insight and tools to take back to the workplace that would energise and motivate my colleagues. I feel this has been achieved and I look forward to implementing some of the theory to further my personal effectiveness." RJ, Citizenship Foundation

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.

Emotional intelligence in management and leadership

1 day 15 August £215** | £325* | £375

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

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

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

"The content and pace of the course met and exceeded my expectations. I wanted to gain an understanding of Emotional Intelligence and how to apply it to my role as a leader." KM, Marjory Kinnon School

Handling difficult people and situations: extending your skills and confidence

NEW

2 days 27-28 August £470** | £690* | £790

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

Difficult people can often make life impossible. 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 existing one day course has now been extended to two days by popular request. The additional day 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

Project management

2 days 27-28 August & 25-26 September
£590** | £810* | £910

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 was a very useful course that I would recommend to others. I learnt an awful lot and have lots to take away and use on my next project." EC, Bokomo Foods UK Ltd

Coaching skills for managers

1 day 29 August £215** | £325* | £375

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 every day 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 focussing on outcomes
- overcoming fears and supporting change

"This was probably the best course I have ever attended over the years. The course was very informative and the trainer was from the 'top drawer'." PK, Aspinall Foundation



Event management: an introduction

1 day 1 September £270** | £385* | £430

For administrators and co-ordinators new to event management

Whether you are new to the role and unsure where to start, or you have experience of managing events and want to review the strategy to reach your target audiences, both courses will build on your experience and explore the processes of planning, producing and evaluating the impact of events for your organisation. There will be group discussion and exercises giving practical solutions to organising and managing events.

The introductory course 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 trainer was approachable, clear and steered the course well. The course was a helpful insight and practical perspective on event management – a positive introduction." **KB, Heritage Lottery Fund**

Training the trainer

2 days 2-3 September £510** | £740* | £840

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 to run effective training sessions and support the longer-term development of your colleagues. Over 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 feel more confident and have lots of ideas that I can put into practice. The course was well structured and the trainer was excellent – really inspiring." **IW, Royal College of Midwives**

Budgeting skills for non financial managers

1 day 5 September £285** | £395* | £450

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 really enjoyed the course. This was not a topic I thought I would find easy to follow but the trainer was very clear and concise with her explanations; ensuring everyone understood before moving on." **LH, EHealth Media**

Supervision skills

2 days 9-10 September £495** | £695* | £795

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 to understand your role as a supervisor, gives you some helpful guidelines, and shows you how to apply a range of skills in this work. You will cover:

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

"The course covered all the aspects I needed and was delivered in an effective, enjoyable and engaging style. An excellent course, trainer and venue – I will come again!" **SR, Habinteg Housing Association**

Finance skills for non financial managers

2 days 10-11 September £590** | £810* | £910

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 through the year
- cashflow statements and what they tell you
- costing a project or product

"I believe this course has been a great introduction to finance and I feel much more confident. The course was excellent and I would recommend it." **JN, Nutrition Society**

Delegation skills

1 day 16 September £205** | £305* | £355

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
- 10 levels of delegation and how to choose the appropriate level
- effective communication in delegation

"The course was very informative and well-worth attending. The trainer was clear and approachable." **JW, Association of Teachers and Lecturers**

Diversity matters

1/2 day 16 September 1.30pm–4.00pm
£105** | £175* | £205

For anyone at any level who wants to find out more about diversity

Diversity is an important issue for all organisations to consider for 3 main reasons: to comply with legislation, to be ethical and responsible and to maximise potential business benefits. This half-day diversity awareness workshop is designed to introduce delegates to the key diversity issues.

The style of the workshop is very participative and delegates are encouraged to explore the subject of diversity in a relaxed, fun and nonthreatening way. You will cover:

- the relationship between diversity and equal opportunities
- the benefits to organisations of embracing diversity
- the issues and problems that may occur if organisations do not manage diversity effectively
- The Equality Act 2010 – an introduction

"This was a very good course. There were good exercises and the right level of interactivity and information. The trainer was great!" **JM, Church of England**

Business planning: turning the vision into reality

1 day 18 September £215** | £325* | £375

For senior managers involved in business and financial planning

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

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

"An excellent trainer and environment for training. The course was well structured and informative, providing good resources and materials to be able to achieve the objectives. The trainer was clear, engaging and knowledgeable." **LO, Chain of Hope**



HR skills for non HR managers

1 day 19 September £215** | £325* | £375

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

"A fantastic one day course – it covered so many issues in-depth and touched on others. The trainer was superb – extremely knowledgeable and had a sense of humour which made the day fun."
LD, Satmap Systems Ltd

Handling difficult people and situations: essential tools

1 day 25 September £285** | £395* | £450

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 behaviour problems before they happen
- dealing with conflict and aggression
- how to build your confidence and assertiveness

"This was a really interesting course which will be very useful for my role. I feel more confident and understand how to deal with a range of people and situations." GM, The Football Association

Managing volunteers

1 day 29 September £215** | £325* | £375

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

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

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

"The course was informative, interesting and has given me lots of ideas to take away and implement. The trainer was excellent and I would highly recommend the course. The Centre is a fantastic place to undertake training." KW, Cranstoun

Event management: intermediate

1 day 3 October £285** | £395* | £450

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 innovative promotion
- partnerships and sponsors that strengthen and extend your brand
- evaluation and review

"Overall it has been a rewarding experience. The course was jam packed with information but was broken-up into neat segments. I will be able to go away and read through the materials with more confidence and knowledge." JF, AoC Create

Minutes: taking and writing effective minutes



1 day 21 August & 8 September & 30 September £285** | £395* | £450

For anyone who wants to improve their minute taking

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

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

"I am very pleased that I took part in this course. The course helped me with good tips and how to be confident at meetings. The trainer was very friendly and helpful." SK, The Natural History Museum

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

2 days 4-5 September £510** | £740* | £840

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 trainer was very charismatic, friendly and knowledgeable. I've learnt new skills and techniques which I will start implementing straight away!" MB, Jewish Lads' and Girls' Brigade

Effective office management

2 days 22-23 September £395** | £630* | £730

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 very good and I would recommend it to others. I also learnt about a basic budget which was really beneficial to me. The course went above and beyond my expectations." JT, British Woodworking Federation

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

"Excellent – I loved the bright colours and relaxed atmosphere (it was very conducive for learning!) The lunch, refreshments and ice creams were brilliant. I have already recommended the Centre to others."
LH, Royal College of Pathologists



Presentation skills: making effective and confident presentations



1 day 12 August & 12 September £285** | £395* | £450

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

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

Influencing skills

2 days 18-19 August £510** | £740* | £840

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

"The course was very engaging and presented a lot of useful points and strategies. The use of interactive tasks, videos and presentation meant that I understood and utilised the guidance being given."
EL, Manney Publishing

Conflict resolution: an introduction

NEW

1 day 9 September £215** | £325* | £375

For anyone interested in learning some simple techniques to help resolve everyday conflict situations positively and effectively

In even the best run organisation, conflict happens. This course looks at why conflict happens, how it escalates and provides you with some practical tips and techniques for resolving conflict situations before they escalate into a fully blown crisis. The course includes practical work and you will leave with the basic skills and increased confidence to respond constructively to conflict wherever it is found. You will cover:

- understanding conflict at work and why it happens
- managing reactions to conflict
- effective communication in difficult situations
- creative problem solving
- following a structured process for resolving conflict

Focus groups

1 day 15 September £205** | £305* | £355

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

"A very useful, fun and interactive session which should help in my future and current work of leading and working with focus groups."
LS, Camden Council

Advanced presentation and communication skills for leaders

2 days 22-23 September £510** | £740* | £840

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

The best leaders recognise that the art of leadership is something we learn – and presenting and communicating effectively is at the heart of outstanding leadership. This is a "doing" course that takes you out of your comfort zone to bring out the "magic" that is in each of us. Throughout a very busy two days you will make a number of short presentations and take part in various one-to-one and group exercises. You will cover:

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

"The course had great content and pace, with plenty of opportunity for practice and review. I'm now more skilled and confident in my ability and knowledge."
CEW, Sue Ryder

In-company training

The same great training but on your doorstep!

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

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

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

"The course was very useful and the trainer pitched it perfectly for the team. The trainer's approach was relaxed and informal, but she managed to convey a lot of really useful information. She also encouraged us to talk amongst ourselves and generate ideas from within the team."
CS, British Heart Foundation

For more information

contact Sally Pearman on sally.pearman@the-centre.co.uk or 020 7490 3030.

Internal communication

1 day 1 October £215** | £325* | £375

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

"The course provided a great whistle-stop tour through internal communications theory but in the context of practical examples and real-life discussion."
CD, Deloitte

Assertiveness skills: a practical approach



1 day 14 August & 19 September £230** | £340* | £390

For administrative staff and those new to supervising or leading teams

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

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



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

Developing your personal brand

1 day 26 August £230** | £340* | £390

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

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

- building up a comprehensive profile of "Me PLC" in terms of how you perceive yourself, how others see you, how assertive you are, your level of self-awareness, how well you manage your emotions, how well you relate to others, and how you handle conflict
- knowing how to communicate to build rapport and empathy
- your strengths and areas for development in interpersonal relationships and gain tips and techniques on how to build and develop them

"I thought the course was very good and interactive. I would recommend this to anyone lacking in confidence." AN, Institute for Learning

Time management for administrators: managing time and workload

1 day 8 September £195** | £315* | £365

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

"A good, practical course that gave real-life examples of tools and techniques that can be used in time management. We all had the opportunity to look at ways of improving and developing areas." KP, Greenwich Action for Voluntary Service

Time management for managers: work smarter, not harder



1 day 24 September £215** | £325* | £375

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 trainer kept me entertained and was happy to divulge on any topics relating to time management. I learnt new skills to take back to work with me. The Centre was relaxed and made me feel comfortable." DC, TecServ Ltd

Personal effectiveness: be more confident at work

2 days 29-30 September £395** | £630* | £730

For anyone who wants to improve their workplace confidence

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

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

"The course was great. It's given me skills to take into my role and I think I will become a more confident communicator because of them. I have learnt some great tips and skills on how to be more assertive." SY, Circle

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Report writing skills

1 day 13 August & 2 October £230** | £340* | £390

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 was very useful. It covered a broad range of topics and provided some useful tips and techniques. There was good use of the participants' own background and experience to drive the discussion." JJ, World Cancer Research Fund International

Writing letters and emails

1 day 15 August £215** | £325* | £375

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

"The Centre offers very pleasant and comfortable surroundings! The course is worthwhile and the handouts given can be referred to constantly." JW, VolkerWessels

Business writing skills

2 days 19-20 August £395** | £630* | £730

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

"The course was very worthwhile and I enjoyed it. I have been able to learn new things and remember what I already know. I have also been provided with useful resources." TS, Coram Voice

Blogging: writing a blog that works hard for your organisation NEW

1 day 21 August £215** | £325* | £375

For anyone writing, or considering writing a blog for their organisation

Increasingly, blogs are seen as a key channel for organisations to engage with audiences and get their message across. But good blogs need thinking about and must be carefully planned. This course will help you to think strategically about what you want your blog to achieve, and where it sits within a broader communication strategy. You will gain practical tips that will dramatically improve your writing and make sure that your blog is a successful communication tool that grows your audiences. You will cover:

- what do you want your blog to achieve?
- the right style, tone and content to reach your target audience
- 10 things you need to know about writing a quality blog
- growing your audience – on and off line
- managing comment and discussion
- evaluating the impact of your blog

Writing publications: leaflets and promotional literature

1 day 1 September £195** | £315* | £365

For people who need to write and develop professional and effective publications

This course shows you how to produce tight copy that communicates the right message to your target audience. Whether updating tired resources or planning new publications, you will pick up the tips and techniques you need to produce high quality printed materials. The course takes participants through all aspects of planning, writing and editing. Over the day, you will cover:

- reinforcing your brand and persuading your audience
- what type of publication suits your content
- developing messages and structuring for success
- the editorial process and working with designers

"I feel much more confident about writing. The trainer was very engaging, helpful and obviously very knowledgeable." LF, The Centre for Public Scrutiny

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

1 day 11 September £230** | £340* | £390

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
- 5 things you need to know about web writing
- evaluating your own writing and the writing of others

"My objective was to learn some tips and formulas to aid copywriting. The course exceeded my expectations. The trainer was very aware of my needs with the course and brought all teachings specifically back to my current job role." RL, RNLI

Writing for the web

1 day 24 September £195** | £315* | £365

For anyone who writes or edits a website

A strong website works for your organisation 24 hours a day. This nontechnical course helps you understand the role of website copy and how it differs from writing for other publications. You will look at the most effective methods of communicating information online, learn the importance of keywords and discover new ways to keep the busy reader interested:

- how websites are read
- planning copy for your site and keywords that search engines love
- short, sharp copy that keep the readers you want
- commissioning and managing content
- the importance of images
- your website as a PR tool

"Excellent. The course felt really 'personal' and tailored to the group and the individuals. The trainer was friendly, informative and full of information." PS, ARCA University of Winchester

Proofreading top seller

1 day 26 September £230** | £340* | £390

For anyone who needs to improve the accuracy of their writing

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

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

"This was the first time I have used the Centre and I will be using them again. The course met all of my requirements and will enable me to move ahead with producing information more confidently." CA, PSP Association