

➔ 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 or more before the training day, we will send a full refund.
- For cancellations less than four weeks, but more than seven days before the course, we will refund half the fee.
- For cancellations within seven days of the course, the full fee will be due.
- If you want to transfer to a different day or course, we will be happy to help.
- If you transfer more than one week, but less than three weeks before the start date, a transfer charge of £50 plus VAT will be payable for each booking transfer.
- If you transfer less than one week before the course date, the full course fee will be due.

You may only transfer once per booking. If you cancel after transferring, the appropriate fee is due. Please note that non-payment and/or non-attendance does not constitute a cancellation. Please see our website for full terms and conditions.

➔ The Centre mailings

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



19 years
of performance
enhancing
training



the-centre

for all your training needs

New Year **2016**
training
programme

All of our
courses can
be tailored and
delivered at
your venue

See page 15 for
more details

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 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!

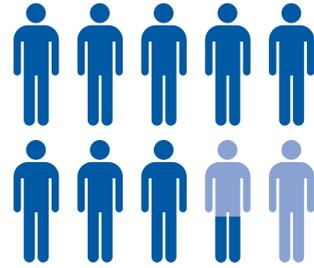
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e info@the-centre.co.uk

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.



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

13-14 January follow-up 22 February 10am-12.30pm & 15-16 February follow-up 1 April 1.30pm-4pm
£655** | £825* | £925

For those embarking on their first management role

This two-and-a-half day course has been specifically designed for people who are stepping onto the first rung of the management ladder. It will increase your understanding of the manager's role and will help you gain confidence and skills, leaving you with a development plan for gaining further management skills. You will cover:

- the manager's role and key responsibilities
- leadership and planning
- motivating and managing your team
- different management styles
- communication skills
- managing with assertiveness
- dealing with issues and difficulties

"The course has a good mix of theory and practical examples. The trainer was great – very knowledgeable and happy to explain things in greater detail if need be." RS, Breast Cancer Now

Moving up in management: extending your management skills

2 ½ days 6-7 January follow-up 3 March 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 ticked all of the boxes for me. The training was relaxed yet intensive, with lots to mull over and digest. The Centre's well located and had a lovely welcoming feel. I had a brilliant day." DF, Sequel Group

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

2 ½ days 4-5 February follow-up 29 March 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

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

ILM Management Ladder: the Centre's Endorsed Award



Recognised Provider

For candidates who wish to begin working towards a recognised management qualification, the Centre offers a nationally recognised Institute of Leadership and Management endorsed programme, for any of the three management ladder courses: Moving into management; Moving up in management; or Moving from manager to leader. The course fee covers:

- ILM registration
- chosen management ladder course
- assessment of set tasks
- a feedback session

As an ILM registered candidate you will be entitled to ILM student membership which allows you to take advantage of the many excellent learning tools on offer.

The fee for the ILM endorsed course is £155 + VAT on top of your usual course fee.

Motivating and inspiring your workforce **NEW**

1 day 11 January £345** | £445* | £495

For managers, supervisors, team leaders and anyone responsible for managing staff

There is no limit to what can be achieved by a motivated team led by an inspiring leader. But everyday pressures of work make it hard to know how to get the best from the people you manage. This course provides workable techniques to help you become a leader who can effectively inspire and motivate individuals. You will cover:

- the key concepts of motivation and motivation theories
- identifying individual and organisational motivators
- how to inspire others to want to succeed
- how to better engage staff by creating and communicating goals
- delivering praise and developmental feedback

Event management: an introduction



1 day 14 January £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 definitely met my objectives and gave a good overview of organising events. I found the activities we did were very helpful." EM, Premier Oil

Event management: intermediate

1 day 15 January £345** | £445* | £495

For event managers who want to learn new approaches to managing events

A one-day course aimed at event managers who want to learn new approaches and tactics for managing events. There will be a focus on targeting your marketing, communication and event to your specific target audience. There will be group discussion and self reflection and the opportunity to seek advice from our expert trainer who has been organising large scale events for many years. You will cover:

- conceptualising an event
- team management
- marketing and promotion
- managing stakeholder expectations
- evaluation and review

"The most important thing is that I'm leaving with knowledge and tools based on my main areas of concern. The brainstorming and gantt charting session was especially inspiring." ATS, Fortune Public Relations

Finance skills for non financial managers



2 days 19-20 January £655** | £825* | £925

For anyone who needs to understand their organisation's finances

If you have difficulty communicating with your auditor or your finance department, this is the course for you. We look at every aspect of financial management and use both case studies and your own accounts to illustrate theory in a really practical way. Over the two days you will cover:

- income and expenditure accounts
- balance sheets and how to read them
- building a reliable budget and managing your budget throughout the year
- cashflow statements and what they tell you
- costing a project or product

"The course met my objectives and was more enjoyable than I expected. It was really useful and the information presented was clear and easy to understand. The trainer was a fantastic communicator and she made the course very enjoyable!" LP, Keep Britain Tidy



Managing change

NEW

1 day 19 January £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 positive 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

Handling difficult people and situations: essential tools

1 day 21 January £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

"The training was comprehensive and the take home materials, ongoing support and signposting to future reading were useful. My overall experience at the Centre was excellent."
HW, Prostate Cancer UK

Managing volunteers

1 day 21 January £345** | £445* | £495

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

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

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

"I enjoyed this training session and thought our trainer was really great, managing both time and the class well and allowing just the right amount of sharing. I've taken away 'best practice' to implement within our organisation." TH, Crimestoppers Trust

Equality, diversity and inclusion

NEW

1 day 22 January £345** | £445* | £495

For anyone wishing to be confident in applying equality, diversity and inclusion in the workplace

Equality, diversity and inclusion are everyone's business. But the concepts can seem complex, confusing and divisive. You may want to do the right thing but be frightened of getting it wrong. Aimed at people at any level in an organisation, this lively and practical course demystifies the Law and the issues. It provides a common-sense understanding of how equality and diversity apply in everyday working life. You will cover:

- the Law and how it applies to you
- the protected characteristics (such as ethnicity, disability and sexual orientation) and issues associated with them
- everyday equality situations and how to handle them
- how to make your work and workplace more inclusive
- when and how to challenge behaviour and assumptions
- a toolkit of practical hints and tips to give you the confidence to get it right

Supervision skills: managing people and teams

2 days 25-26 January £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

"The course emphasized that it wasn't good to avoid issues and I learnt about giving criticism constructively. The course was very worthwhile and beneficial." SR, Southbank International School

HR skills for non HR managers

1 day 27 January £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

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

Project management



2 days 27-28 January £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

"I feel that I will now be able to contribute to the upcoming project at work. I would recommend this course to anyone who wants an introduction to project management or some added tips on project management. A great experience!" AM, Médecins Sans Frontières



Become an effective consultant

1 day 28 January £345** | £445* | £495

For anyone interested in becoming a consultant this course offers an introduction to the skills and abilities necessary to create a successful consultancy

Are you thinking about taking the first step to becoming a consultant? Do you have strong business skills? Can you analyse information and construct a recommendation on a course of action? Do you have good communication,

observation and character analysis abilities? Then you could be a good candidate to provide business consulting services. You will cover:

- personal impact
- creating relationships – the first meeting
- communicating for consultants
- managing projects and the consultancy cycle
- shaping client expectations
- building credibility
- improving your presentation style

"The course fully met both of my objectives. I will return to the office and put plans into actions. The course also helped my confidence with regards to offering our services as consultants. Our trainer was great; knowledgeable and approachable." **SB, The Citizenship Foundation**

Coaching skills for managers

1 day 29 January £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

"I can now go away feeling confident that I have the skills I need to be a competent coach. I really enjoyed the day because the course was really relaxed and informative." **RN, Speedy Services**

Emotional intelligence in management and leadership

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

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

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

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

"The course exceeded my hopes and expectations. I really learned a lot and had some personal breakthroughs. The course was outstanding and trainer was very professional, friendly and upbeat." **LM, The Rayne Foundation**

Interview skills for managers

1 day 2 February £345** | £445* | £495

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

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

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

"This training course was one of the best I have ever been on! I enjoyed working in a smaller group." **KB, Thames Luxury Charters Ltd**

Women in management and leadership

1 day 4 February £345** | £445* | £495

For women managers, leaders, supervisors or executives

This fast-paced and highly interactive workshop will address many of the issues women face as they progress in their careers. This is a powerful and dynamic course focusing on communications, career planning, work/life balance and management and leadership development for mid to senior level women managers. This is a unique opportunity to network and share with other women from different organisations. You will cover:

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

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

Working effectively with your manager

1 day 8 February £345** | £445* | £495

For anyone who wants to improve their skills in supporting their boss and developing seamless, fun and highly effective working relationships.

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

"The course exceeded my expectations and the trainer created a warm and safe space in which we could discuss our experiences." **NA, Paul Mellon Centre**

Strategic planning and thinking

2 days 9-10 February £655** | £825* | £925

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

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

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

"I found the course very informative and interesting which was helped tremendously by the trainer's presentational style and content. I feel I have learnt many new and useful techniques." **DM, Financial Services Compensation Scheme**

Business planning: turning the vision into reality

1 day 11 February £345** | £445* | £495

For senior managers involved in business and financial planning

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

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

"The course met my objectives and provided me with more useful tools than I expected. It was useful to discuss challenges and be able to share knowledge and expertise." **KS, NCVO**



Talent management and succession planning NEW

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

For anyone responsible for HR decision-making within an organisation

An organisation's greatest resource should be its people, but too often talent is under-utilised or even ignored. Too many good people are lost through poor planning or a lack of engagement, often leaving organisations without the skills they need to succeed. This course will equip you with the tools and strategies you need to plan for your future HR needs, to engage and develop staff, and to ensure that your organisation gets the best from its most important resource from the moment they arrive. You will cover:

- smarter recruiting strategies to hire the right people at the outset
- techniques to address talent shortages and leadership gaps
- tools to inspire and reward staff
- how to better engage staff and inspire them to perform and develop
- how to create a culture that nurtures talent from the outset

Appraisal skills

1 day 15 February £345** | £445* | £495

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

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

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

"I felt the course really helped my understanding of how to motivate and encourage good appraisal participation. I really enjoyed the course and feel much better prepared for conducting my team's appraisals." CW, Royal College of Art

Training the trainer

2 days 18-19 February £655** | £825* | £925

For anyone who supports colleagues at work or trains others on behalf of their organisation

From spreading good customer care skills to teaching people a new IT system, the occasions when managers and other professionals need to train are many and varied. This two-day course will help you run effective training sessions and support the long-term development of your colleagues. Over the two days, you will cover:

- understanding learning styles
- planning and delivering a training programme
- establishing aims and objectives for training
- training techniques, including icebreakers, blue-sky training, case studies and buzz groups
- e-learning and blended learning – creating effective content

"I thoroughly enjoyed the course. I felt I could speak openly about my training needs and the trainer, and other delegates, gave very helpful advice." LB, Rileys Sports Bars Ltd

Confident and effective presentations

1 day 4 January & 10 February £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

"I have left the course feeling more confident about my presentation skills and I now have tips on where I can improve. The trainer was great – she was a wonderful example to us all." NS, ClientEarth

Resolving conflict with the customer NEW

1 day 6 January £295** | £395* | £445

For anyone whose job brings them into regular and direct contact with the general public

Customers remember how their complaints are dealt with. This course is designed to help you deal with unhappy customers calmly, professionally and safely. You will learn how to stop conflict from escalating and how to find solutions that work for everyone, converting dissatisfaction into increased customer loyalty. You will cover:

- identifying and anticipating the most common causes of customer conflict in your organisation
- diffusing conflict and calming angry customers
- use of enhanced listening and communication skills when under pressure
- strategies and techniques for resolving conflict
- dealing assertively with aggressive behaviour
- conducting a dynamic risk assessment
- the virtuous circle of conflict resolution

Powerful communication skills for leaders NEW

2 days 1-2 February £595** | £755* | £855

For leaders and senior managers who want to greatly enhance their communication skills

The best leaders recognise that the art of leadership is something we learn – and communicating effectively is at the heart of outstanding leadership. Throughout a very busy two days, you will explore tools and techniques to motivate and inspire followers to achieve business results. You will cover:

- understanding your leadership and communication styles
- developing credibility and interaction in one-to-one and group settings
- how to communicate your ideas clearly and succinctly for maximum impact
- techniques to present with the confidence and energy that will influence others
- understanding the role of language in shaping attitudes and beliefs

Reputation management: create a powerful reputation for your organisation NEW

1 day 3 February £295** | £395* | £445

For anyone who wants to build a robust reputation for their organisation's brand

Managing your reputation – online and offline – is vital for building strong relationships with your customers, supporters and funders. What are the key issues that affect your company's reputation and how do you measure how well you are doing in the minds of clients, competitors and media commentators? This one-day course will help you make strategic choices about promoting and protecting your reputation. It will enable you to communicate the value of a good reputation and how to manage a crisis when the worst case scenario becomes a reality! You will cover:

- auditing your organisation's reputation
- creating a reputation strategy
- putting it into practice through multi-channel marketing
- crisis management strategy
- multi-channel marketing – ensuring that your communications reinforce each other

Influencing skills

2 days 11-12 February £595** | £755* | £855

For people who need to shape opinions and change minds

Influencing skills are indispensable in modern organisations. Command and control structures have given way to less hierarchical, cross-team working where you get things done by inspiring and persuading. You will cover:

- style – recognising different influencing styles and when to use them
- skills – assertiveness, listening, negotiation and meeting skills
- strategies – clarity about aims, balance of power, identifying friends and opponents, message development
- attitudes and understanding – different organisational cultures, relationship management, handling conflict
- personal impression management – making an impact

"I really valued the trainer's feedback and the video filming, as awful as it felt it was really helpful. I also valued the visualisation element and creating my personal brand." SB, National Endowment for Science Technology

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

Essential skills for administrators



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

For administrators, secretaries and receptionists

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

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

"The training today has been the best possible use of my time. I can thoroughly recommend this training course to others."
SB, National Union of Teachers

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

2 days 7-8 January £450** | £675* | £775

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

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

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

"The course introduced me to new ideas and theories which can improve my objectives, and can be implemented into work/everyday life. I liked the collaborative approach, everyone felt very comfortable and gave great input." MT, NBC Universal

Minutes: taking and writing effective minutes



1 day 29 January & 17 February
£245** | £355* | £395

For anyone who wants to improve their minute-taking

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

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

"I was not looking forward to the course, however, the trainer made the course enjoyable and kept me engaged. I have learnt many new and useful techniques and am looking forward to the next time I write minutes." HA, Nursing and Midwifery Council

Assertiveness skills: a practical approach



1 day 11 January & 8 February £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

"The course was really helpful – I learnt how to improve my body language and how to communicate in an assertive manner, rather than passively. There was a relaxed and open learning atmosphere so I felt confident sharing." BM, Royal College of General Practitioners

Time management for managers: work smarter, not harder

1 day 15 January £245** | £355* | £395

For any manager struggling to keep on top of their workload

A positive approach to time management can help you to make the most of each day – improving both your performance and your quality of life. This course highlights skills and techniques to improve your working day without feeling overwhelmed. There are group discussions with examples to help you change the way you work, and you will be given materials to take away. You will cover:

- how you currently manage your time and how to improve
- prioritising workload and effective delegation
- dealing with interruptions: people, phone and email
- your energy cycle – managing stress and burn out
- different time management techniques to develop your personal plan

"The course was very informative and delivered well. It raised a lot of points that I found interesting and I will be using some of the planning tools discussed in my future work." DM, Thames Reach

Stress management and resilience

1 day 18 January £245** | £355* | £395

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

This programme will enable delegates to recognise the symptoms of stress as well as the effects of stress on the body and mind. Throughout the day you will identify your personal stressors and establish what you can do to maintain a healthy and happy lifestyle. 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 course was helpful and I learnt a lot about time management, my personal values and how to take myself out of a situation. I've now also learnt to use mindfulness as a tool." NC, The Lansdowne Club

Time management for administrators: managing time and workload



1 day 5 February £245** | £355* | £395

For administrators and office staff struggling with a heavy workload

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

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

"I now have tools to take away with me and I will put them into practice using the action plan I set myself. This training course was just what I needed." MK, Kensington and Chelsea Tenant Management Organisation

Business writing skills

2 days 4-5 January £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

"It has been an interesting course which certainly will help me in the future with my writing. The use of our own piece of work as part of the course made it much more interesting." TA, CHP Consulting

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

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

For anyone writing marketing or promotional material, or those who need to write for an external audience

Whether you are writing marketing emails or print material to promote your services and products, you need to write short, sharp copy that makes your readers respond. You will cover:

- using the right copy and tone for the right audience
- what really is in it for them?
- short, clear writing that achieves its aims
- magic words that make your copy come alive
- five things you need to know about web writing
- evaluating your own writing and the writing of others

"The course has helped me to write more constructively with different ways of communication and use of words. All of the services provided by the Centre were excellent." MSK, Hyundai Motor UK

Proofreading

1 day 20 January £245** | £355* | £395

For anyone who needs to improve the accuracy of written communications

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

- writing style – general points and house style
- proofreading strategies, tools and techniques
- how to use proofreading symbols
- error hotspots
- common errors in grammar, punctuation, spelling and layout

"I thoroughly enjoyed the course. There was a good pace with lots of interaction and the structure was varied to keep my interest. The course gave me a great deal of tips, tricks and new insights." TA, GLA Conservatives

Writing speeches: keynotes, presentations and special occasion

1 day 25 January £245** | £355* | £395

For anyone who is involved in the creation of speeches

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

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

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

Blogging: writing a blog that works hard for your organisation

1 day 26 January £245** | £355* | £395

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
- ten 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

"The course was enlightening and good fun. The trainer held my interest and made the course relevant to our needs. It was most thought provoking." PL, Ergonomic Solutions

Report writing skills

1 day 3 February £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. I hoped to learn how to structure a report and this ticked all the boxes. Everything was first class, I would recommend to others." MD, Mears Group

Writing skills: the basics

1 day 9 February £245** | £355* | £395

For anyone who wants to improve their basic writing skills and learn the rules of grammar, punctuation and clear effective writing

If you write at work but are unsure about the basic rules of writing, or missed out on them at school, this abridged version of the two-day writing course may well suit you. We will use a combination of instruction, discussion and some practical work to help increase your confidence and ability to write clear, well-structured English. You will cover:

- keeping it simple – writing in plain English
- tailoring your writing for your audience
- tips on grammar, punctuation and spelling
- checking and editing your writing
- a personal action plan

"I really enjoyed this training course. I felt engaged by the trainer and I will use the hints and tips each day." DP, Motor Neurone Disease Association

In-company training

The same great training but on your doorstep!

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