

**20 years**  
of performance  
enhancing  
training



the-centre

20  
years

for all your training needs

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Charity of  
the Year**  
see page 8  
for details

Winter **2016**  
**training**  
programme

## Venue

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

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

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

Alternatively, we can come to you. If you have four or more people interested in the same course it could be more convenient and cost effective to run an in-company session.

Visit [www.the-centre.co.uk](http://www.the-centre.co.uk) for more information.

## Contact us

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

**t** 020 7490 3030

**e** [info@the-centre.co.uk](mailto:info@the-centre.co.uk)

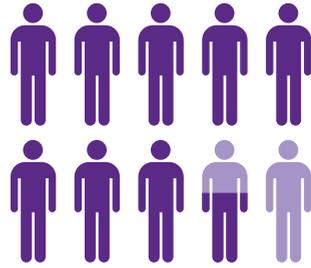
**w** [www.the-centre.co.uk](http://www.the-centre.co.uk)

## Updated courses

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

## **CPD**

Courses with this symbol next to them are CPD accredited. To find out how many CPD hours you can gain from attending these courses visit [www.the-centre.co.uk](http://www.the-centre.co.uk)



# 86%

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



Recognised  
Provider



INVESTORS  
IN PEOPLE



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## Moving into management: taking on your first management role



CPD

2 ½ days 16-17 November follow-up 11 January 1.30pm-4pm & 20-21 December follow-up 10 February 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 was very useful as I move into my first people management role. I now feel a lot more confident than I did before the course and have some good tips to make sure I am being effective in how I support people." AE, Peterborough Environment City Trust

## Moving up in management: extending your management skills

2 ½ days 28-29 November follow-up 27 January 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

"The course was fantastic! So many good tips and a great mix of discussions, learning and group tasks. The trainer was a joy to learn from and gave me a really positive understanding of management." SF, Museum of London

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

2 ½ days 5-6 December follow-up 27 January 1.30pm-4pm  
£655\*\* | £825\* | £925

### For new and aspiring senior managers and chief executives

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

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

"The course was engaging and challenging, met my objectives and has given me a lot to think about. The trainer did an excellent job of ensuring the course was relevant and reflective of my organisation and the participants in the room." DA, Energy UK

## ILM Management Ladder: the Centre's Endorsed Award



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

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

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

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



## Managing change

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

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

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

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

"The trainer was helpful, knowledgeable and able to frame issues differently which was eye opening. The tasks especially were particularly relevant for myself and helped clarify our thinking as we begin to create a strategy going forward." AC, Health and Care Professions Council

## Training the trainer

2 days 31 October-12 November & 12-13 December  
£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

"The trainer was amazing and I have thoroughly enjoyed working with her. I have come away feeling more positive about what I am already doing and how I can become an even better trainer." LH, Agria Pet Insurance

## Supervision skills: managing people and teams

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

For anyone with line management responsibilities

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

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

"I wanted to explore how to deal with conflict within my team and this course has enabled me to come up with some solutions. I feel more energised and the trainer was great because I felt valued and supported." LM, Combat Stress

## Appraisal skills

1 day 9 November £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. You will cover:

- 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 wanted to learn more about how to deliver and partake in an appraisal. I now have a much better understanding of this and also know how to deliver negative feedback. The trainer was brilliant – really engaging." JA, Aurora Project Lambeth



## Project management

2 days 10-11 November & 8-9 December

£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 now have a much better understanding of project management and I really liked the practical nature of this course. The trainer was very good!" MA, The Association of Commonwealth Universities

## Handling difficult people and situations: essential tools



1 day 15 November £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 course was very relaxed and flexible with the content covered. I felt like I learnt loads and not having to do role play allowed for me to focus on the scenarios and enjoy the exercises." RA, TATE

## Motivating and inspiring your workforce

NEW

1 day 16 November £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

## Managing volunteers

1 day 21 November £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

"The course was very good and the trainer kept my interest and attention throughout. I have learnt a lot of good ideas which I will be able to take back to my job." HL, The British Psychological Society



## Finance skills for non financial managers



2 days 23-24 November £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

"A good overview for someone who does not deal directly with budgeting. The trainer was very good at demonstrating and using relevant examples to our organisation. I now understand how to read accounts better and how budgeting works." **MP, British Academy**

## Managing underperformance, absence and stress

NEW

1 day 30 November £345\*\* | £445\* | £495

For managers who need to deal with poor employee performance

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

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

## Strategic planning and thinking



2 days 1-2 December £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

"This training course was very good and relevant to my everyday role. It met my objectives and exceeded them by providing me with a tool kit." **JK, London Borough of Tower Hamlets**

## Event management: an introduction



1 day 6 December £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 trainer was able to pitch his advice to all of us despite us having different experience in managing diverse events. It was a relaxed atmosphere in which to learn and I am consulting the handbook and my notes for the next events we are planning." **AR, Nuffield Foundation**



## Budgeting skills for non financial managers

1 day 7 December £345\*\* | £445\* | £495

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

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

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

"I now feel more confident when dealing with budgets. The course was excellent and the trainer was very knowledgeable and kept the topic interesting." NT, Goldsmiths, University of London

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



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

For anyone who wants to enhance their team's performance

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

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

"The course was very inspiring and it definitely opened my eyes. It was good to understand a more professional way of dealing with difficult situations." HK, Great Northern Hotel

# Would you like to be our Charity of the Year in 2017?

Are you a registered charity with a turnover of £3million per annum or less? Would you and your colleagues benefit from the extensive range of management, communication and administration training offered by the Centre? If so, the Centre's **Charity of the Year award 2017** could be for you.

Now in its 10th year, the Centre's **Charity of the Year award** seeks to create and foster relationships with small charities, helping to identify skill gaps within each organisation and, through our sector specialists, implementing the knowledge required in each area.



If selected as our Charity of the Year you can expect to receive up to **24 days of free training throughout the course of the year** – to be delivered through the Centre's Open Programme schedule.

If you would like any further information regarding selection criteria or an application form please contact us on **020 7490 3030** or **info@the-centre.co.uk**.

Closing date for applications is 5pm Monday 12th December 2016.



## Receptionist training: becoming an exceptional receptionist

1 day 14 November £245\*\* | £355\* | £395

For receptionists, administrators and anyone who deals with the public

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

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

"I was very nervous at first but was made to feel comfortable. I enjoyed the training very much and felt everything was covered from start to finish. I would recommend this course." SP, Igloo Law

## Essential skills for administrators

1 day 18 November £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 course has been great. The trainer was very interesting and approachable. He related all of the points back to real-life experiences which really helped my understanding. I have been given useful tips which will really help me in the future." VA, AIGLE International UK Ltd

## Minutes: taking and writing effective minutes

1 day 21 November & 19 December

£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

"Not long after the course I wrote some minutes and my manager said they were really good. I felt more confident in my technique and found it much easier to discern the useful from the useless when it came to writing up the minutes." AC, Guy's and St Thomas' Charity

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

2 days 14-15 December £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 was very helpful and it was great to meet others in the same situation. It was great to get advice from the trainer, especially someone who has previously had PAs. The Centre is a lovely, chilled out environment to learn in." MW, Splash Damage



## Confident and effective presentations



1 day 7 November & 14 December £295\*\* | £395\* | £445

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

This practical and enjoyable course is designed to give you the confidence and skills to deliver effective presentations that will be understood and valued by your audience. You will get plenty of opportunities to practise and get valuable feedback. You will cover:

- developing and communicating your message
- structuring, planning and practising your presentation
- tips and techniques to make your presentation lively and effective
- body language, handling nerves and thinking positively
- delivering your presentation clearly and with confidence

"The trainer was excellent: very engaging with the group, approachable and knew her subject very well. Best training I have been on." LE, Prostate Cancer UK

## Advanced communication skills

NEW

2 days 14-15 November £595\*\* | £755\* | £855

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

How you interact and communicate with people in the workplace, at any level, has an impact. Using concepts from the fields of Emotional Intelligence, Transactional Analysis, NLP and social psychology, we will challenge your thinking, develop your self-awareness and help you create a communication style you are comfortable with, that will generate impact and get you results. You will cover:

- understanding your communication and leadership style
- making your message memorable with verbal techniques
- using posture, movement and voice for maximum impact
- developing authenticity
- techniques to get your opinions across in an assertive way without being aggressive

"The course content was absolutely brilliant, covering all of the aspects that I was looking for. The course delivered was above and beyond my expectations." LF, Villa Plus

## Networking and representing your organisation

1 day 22 November £295\*\* | £395\* | £445

For anyone who represents their organisation as a spokesperson or at networking events

How you perform in public reflects on your organisation as well as on you. If the values of your organisation are embodied in the way you present yourself, other people gain a clearer understanding of your corporate attitudes and concerns. This course will help you to leave a positive and lasting impression. You will cover:

- getting the right balance between internal and external work
- building the 'ambassadorial' role into your PR strategy
- introducing your organisation in an engaging and inspiring way
- reflecting your organisation's values in the way you present yourself
- 10 top tips for effective networking

"The training helped me consider useful networking strategies. The course was worth the money and I would be delighted to attend and recommend future training courses." SJ, CharityComms

## Influencing skills



2 days 24-25 November £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

"Excellent, interactive and applicable to all areas of life. The training was very useful and insightful and I feel I have gained more than I could have expected." RN, National Council For Voluntary Organisations



## Internal communication

1 day 28 November £295\*\* | £395\* | £445

**For those who want to improve the internal communication in their organisation**

Successful internal communication lies at the heart of any thriving organisation. It helps involve and motivate staff and makes a big contribution to effective external communication. If people don't communicate well teams soon feel out of touch and uninformed. This course will provide you with lots of practical tips for improving the way in which people relate and process information. 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

"Probably the most enjoyable training course I have been on – very engaging, fun, personalised and extremely informative. The Centre is an excellent venue." **AJ, Nabarro LLP**

## Communication in the workplace

1 day 30 November £295\*\* | £395\* | £445

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

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

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

"The course is rich in content and extremely helpful in understanding the different methods of communicating, especially in making us aware of delivery and perception." **HS, IP Solutions**

## Managing a media crisis

1 day 2 December £295\*\* | £395\* | £445

**For PR professionals, managers and others who want to develop their skills and confidence in the area of media management in a crisis**

Reputation is one of the most important assets any organisation has. It can take years to build, but can be lost overnight. This highly participative course will help you put in place crisis management procedures and develop the media handling skills that will help your organisation emerge strengthened rather than weakened by a crisis.

Over the day you will cover:

- preventative measures – how to avoid a media crisis
- developing good relationships with journalists
- recognising the danger signs
- developing a crisis management plan
- protecting vulnerable staff and customers
- acting swiftly and accountably

"I definitely benefitted from this training course. There was a very welcoming reception and environment. It was also great to have the refreshments provided." **EE, Amnesty International**

**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**



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



1 day 8 November £245\*\* | £355\* | £395

For anyone who needs to write for their website, corporate blog or other social media

As we increase our online communications and understand just how important online audiences are to our success, many staff are realising that web copywriting requires very particular skills. Whether you're contributing to your organisation's website, developing a corporate blog or building a Twitter campaign this one-day course will give you the ability to write compelling content that gets you the results you need online. You will cover:

- digital writing – the essentials
- search engine optimisation
- your corporate blog as a strategic tool
- persuasive writing
- writing enews – the essentials

"I found the course engaging and it made me perceive my writing and the blog from a different angle! I believe I now have a much better grasp of how best to alter my writing to suit digital content."

PR, Foxtons Group plc

## Proofreading



1 day 10 November £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

"The course has been very useful – it helped me to realise there is so much more to effective proofreading. It has given me some valuable tools to use, and to pass on to my team, but also food for thought on how to go away and improve further." SW, Into Film

## Professional writing skills for non-native English speakers

1 day 17 November £245\*\* | £355\* | £395

For anyone working in English as a second language who would like support with any aspect of writing at work

If English isn't your first language, business writing can be a big challenge. This tailored course will help you to express yourself clearly and appropriately in written English, including tips on building your skills and confidence. You will cover:

- using plain English
- getting the right words in the right order
- formal or informal? getting the tone right
- tricky points of grammar, spelling and punctuation
- structures and guidelines for letters and emails
- one-to-one help with your own documents
- developing your skills after the course

"I am grateful to now have all of these references, websites and books to help me in the future. The trainer was really nice and helpful."

BB, Frank Hirth plc

## Writing skills: the basics

1 day 25 November £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 believe I have acquired some new techniques and I will use the checklists given. I appreciated the mix between practical exercises and theory." CG, Client Earth



## Business writing skills

2 days 8-9 December £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

"An excellent experience – the course met my needs and expectations. I have begun to rework my current report using tools I learnt on the course. The trainer was excellent and the Centre is a really lovely environment to be in." **CH, National Army Museum**

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

1 day 12 December £245\*\* | £355\* | £395

For anyone responsible for preparing proposals and responding to invitations to tender

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

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

"I found the trainer very engaging and knowledgeable – they gave me good practical tips and examples. It was a very useful training course and I would definitely recommend it." **CK, Picker Institute Europe**

## Persuasive writing

1 day 15 December £245\*\* | £355\* | £395

For people who need to write for specific audiences and motivate action

This course shows you how to produce engaging and clear written content that encourages your audience to agree with your messages, commit to your campaigns or take up your advice. Whether you are writing letters, emails or printed materials, you will pick up the tips and techniques you need to reach your audiences in the most effective way. You will look at presenting complex information clearly, informing without patronising and keeping a busy reader engaged. You will cover:

- purpose, message and audience
- overcoming readers' prejudices and concerns
- motivating decision makers
- writing for internal audiences
- writing for web and blogs
- the editorial process and house style

"The course exceeded my expectations as it was made relevant to my job and industry and the trainer was enthusiastic and attentive. The Centre staff could not have been more helpful." **CA, MedPharm**

## Report writing skills

1 day 20 December £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 (if not see our course – Professional writing skills for non-native English speakers), this course enables you to produce reports that are clear, concise and fit for purpose. Over the day you will cover:

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

"The trainer went above and beyond my expectations. The course was incredibly handy and I have learnt so much more than I expected. I am now much more confident with reports. It was brilliant and really helpful." **VM, Kent County Council**



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



1 day 2 November & 13 December £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 trainer based the course on our requests and made sure the content was based on our requirements. I have taken away ideas to work on and it was overall a very good use of my time." **AW, YMCA**

## Developing your personal brand



1 day 3 November £245\*\* | £355\* | £395

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

- In today's business world outstanding performance is no longer enough if you want to progress your career. Image and visibility are now essential components of career success. You are a brand – and you need to know what your brand stands for. This highly interactive and intriguing one-day course gives a fascinating insight into who you are and what you stand for. You will cover:
- building up a comprehensive profile of 'Me PLC' in terms of how you perceive yourself
- knowing how to communicate to build rapport and empathy
- your strengths and areas for development in interpersonal relationships
- how to be assertive without being aggressive

"An excellent and well-paced course where I was kept fully engaged throughout. It has built my confidence and self-awareness and was a very beneficial day." **MH, Sport England**

## Personal effectiveness: be more confident at work

2 days 7-8 November £450\*\* | £675\* | £775

For anyone who wants to improve their workplace confidence

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

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

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

## Assertiveness skills: a practical approach



1 day 9 November & 19 December £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 trainer was very clear and supportive. I have learnt a lot of techniques on how to be more assertive and how to say no, which I will be able to put into practice." **CJ, Imperial College London**



## Time management for administrators: managing time and workload



1 day 22 November £245\*\* | £355\* | £395

For administrators and office staff struggling with a heavy workload

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

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

"The course definitely met my objective of increasing my confidence in managing my time at work. I feel like I now have some tools and strategies to deal with my varied, ever-changing workload."

KP, Cancer Research UK

## Mindfulness at work: an introduction

1 day 5 December £245\*\* | £355\* | £395

For those new to mindfulness or who want to understand the neuroscience behind this practice

This powerful one-day course will introduce you to the emerging science of Mindfulness. Mindfulness has been shown by numerous studies to have beneficial effects on health, productivity, resilience and team dynamics resulting in healthier, happier, smarter, more efficient, creative and resilient employees. You will cover:

- what is mindfulness?
- the benefits of mindfulness in an organisational setting
- mindfulness in everyday working life: from reacting to responding
- mindful communication
- mindful leadership
- boosting creativity and innovation using mindfulness
- mindfulness and positive psychology

"A very good training session that I would do again. I got a lot out of the course and have learnt how to control my body and mind."

DE, Niu Solution

## Self-awareness at work **NEW**

1 day 29 November £245\*\* | £355\* | £395

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

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

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

## 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.

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



## ➔ How to book

You can book all courses online at [www.the-centre.co.uk](http://www.the-centre.co.uk).

Alternatively you can email your booking to [info@the-centre.co.uk](mailto:info@the-centre.co.uk) or call **020 7490 3030**.

## ➔ Course fees

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

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

Standard price applies to all other organisations.

All fees are subject to VAT.

## ➔ Payment

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

## ➔ Special requirements

If you have any individual requirements, such as dietary, access or religious, please contact us and we will make every effort to accommodate them. Contact our Open Programme Manager on **020 7490 3030** or [naomi.glenn-sempare@the-centre.co.uk](mailto:naomi.glenn-sempare@the-centre.co.uk).

## ➔ Confirmation of booking

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

## ➔ Cancellation and transfer policy

Cancellations and transfers must be submitted in writing to [info@the-centre.co.uk](mailto:info@the-centre.co.uk).

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

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

## ➔ The Centre mailings

If you wish to add, edit or remove your details from our mailing list, please email [info@the-centre.co.uk](mailto:info@the-centre.co.uk). Thank you.



# book

online at [www.the-centre.co.uk](http://www.the-centre.co.uk)

email [info@the-centre.co.uk](mailto:info@the-centre.co.uk)

call **020 7490 3030**