

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 us on 020 7490 3030 or info@the-centre.co.uk.

Confirmation of booking

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

Cancellation and transfer policy

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

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

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

The Centre mailings

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



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.



training programme



Save up to
30% on courses
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See page 12

early spring 2017

book

online at www.the-centre.co.uk

email info@the-centre.co.uk

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the-centre
building skills
and confidence

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 for more information.

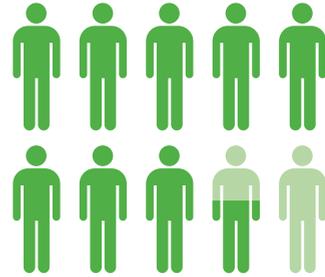
Contact us

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

t 020 7490 3030

e info@the-centre.co.uk

w www.the-centre.co.uk



86%

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

CPD



2 ½ days

20-21 February follow-up 5 April 1.30pm-4pm & 14-15 March follow-up 28 April 10am-12.30pm
£655** | £825* | £925

For those embarking on their first management role

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

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

"I now feel more prepared to take on a management role and to be more assertive. The explanations, exercises and handbooks have provided me with a toolkit to take on this challenge. The trainer was clear, personable, interesting and terrific!" SK, Museum of London

Moving up in management: extending your management skills

CPD

2 ½ days 1-2 March follow-up 28 April 1.30pm-4pm
£655** | £825* | £925

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

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

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

"I found the course hugely beneficial – I gained lots of strategies for managing my different teams and techniques that I shall definitely be using for dealing with various individuals. The trainer was absolutely brilliant – approachable, engaging and inspiring." LO, Bond Radar

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

CPD

2 ½ days 13-14 February follow-up 20 April 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 it
- leading and managing through change
- the leader as a communicator
- critical incidents in organisations: how to avoid a crisis

"The two days were excellent. The course has really made me think – it wasn't just theory but real-life advice. There are lots of things I'm going to put into practice as a result of this training." AP, Diabetes UK

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.

Creative thinking and innovation toolkit: tools for creativity

2 days 15 February £345** | £445* | £495

For anyone whose work involves negotiation or persuasion – with individuals or in groups

Negotiation can help you achieve aims and solve problems. It is about reaching win-win solutions, where all parties feel the outcome is fair. This course will help you understand the process of negotiation – how to prepare, having clear aims and objectives, how and when to use different negotiating styles, strategies and tactics. It will give you the confidence to be a successful negotiator. You will cover:

- your values and how they impact on your negotiations
- understanding the nature of the gap between you and the other party
- what does win-win really mean?
- preparing for a negotiation
- conducting a negotiation

"This course exceeded my expectations. It not only gave me ideas on how to be creative but also the confidence to do so. The trainer was excellent and has given me lots to go away and think about." MW, Teenage Cancer Trust

Risk management

1 day 17 February £345** | £445* | £495

For anyone who needs a structured approach to managing risks at a strategic, programme, project or operational level

Effective risk management is a foundation for managing your business but there is much more to success than 'compliance' and multi-coloured risk registers! Whether you are working at a strategic, programme, project or operational level, this one day course has been designed to share tools and techniques that will help you ensure that the processes of risk management become embedded in your day-to-day activities and decision-making. You will cover:

- exactly what is risk?
- managing risks
- choice and avoiding complacency
- living with risk and embedding risk thinking

"On this course I was able to think about my actual situation rather than a made up scenario, which was positive. I can take what I've learnt from this back to the office." LC, Institute of Physics

Leading virtual and remote teams

NEW

1 day 23 February £345** | £445* | £495

For new and established managers that are responsible for remote teams

The modern workplace operates in a highly virtual world. Whether it's a videoconference via Skype or project managing a team based in different counties, virtual working is becoming the norm for individuals and managers. On this course you will discover how to make the most of virtual working by developing a flexible and adaptable team, and how this can gain a competitive advantage. You will cover:

- understanding the challenges of a virtual team environment
- building a high performing virtual team
- motivating and coaching your team from a distance
- using communication tools effectively, such as Skype and Webex
- planning and conducting virtual meetings
- developing yourself as a virtual leader

Handling difficult people and situations: essential tools

CPD

1 day 24 February £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

"My objectives were to feel more confident delivering feedback and getting to the problem – the course delivered this very well and I'll definitely use these skills going forward." CP, Splash Damage

Event management: an introduction

1 day 28 February £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

CPD



"I would definitely recommend the Centre. I have enjoyed the day and feel it has been a successful one. I was really pleased with the course and overall I would use the Centre for any future training."
GBJ, The Institute of Business Ethics

Delegation skills

1 day 3 March £345** | £455* | £495

For managers at any level who want to improve their delegation

Delegation is an essential part of management. Yet many managers are afraid to 'let go' of vital tasks, feeling that they run risks in delegating and that 'it's quicker to do it myself'. This course will give you the essential tools you need to delegate well. You will learn when delegation works and when to avoid it, how to choose who to delegate to, and how to make sure every aspect of the delegated task has been heard and understood. You will cover:

- the importance of delegation in managing effectively
- selecting the right person to delegate to
- how to avoid 'dumping' (but still get the mundane stuff done)
- 9 steps to delegation
- 5 levels of delegation and how to choose the appropriate level
- effective communication in delegation

"The course has exceeded my expectations, it was very good and we had a great trainer. I have learnt a lot and now feel very prepared to delegate."
JH, Teach First

Team leader skills: building and leading a high performance team

1 day 6 March £345** | £455* | £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:

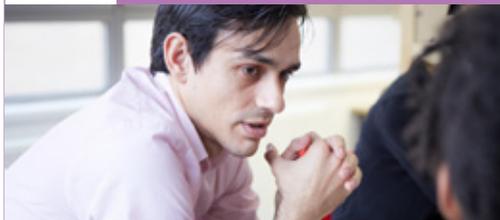
- building the perfect team
- managing yourself as team leader
- directing your team's work
- inspiring and motivating your team
- common challenges for team leaders

"There was an unbelievable amount covered and lots of really useful open discussion. The trainer has given me some fantastic tools to help me in my role."
ABT, Villa Plus

CPD



In-company



We can deliver one of our **standard** courses, or one that's **tailor-made** for you, anywhere in the **UK** or **internationally**.

If you have four or more delegates that require training, our in-company training becomes the cheapest option.

For more information contact us on incompany@the-centre.co.uk or 020 7490 3030.

Finance skills for non financial managers

2 days 8-9 March £655** | £825* | £925

For anyone who needs to understand their organisation's finances

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

- profit and loss accounts and how to understand them
- financial terminology and how to analyse your accounts
- communicating effectively with finance professionals
- using the concepts of break-even pricing
- building a reliable budget and managing your budget throughout the year
- cashflow statements and what they tell you
- costing a project or product

"I was very pleasantly surprised. The trainer was knowledgeable and had their own real-life experience which they delivered in a realistic and enjoyable way."
LK, The Football Association



Managing volunteers

1 day 10 March £345** | £455* | £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. It will also help you to ensure that you recruit the right volunteers for your organisation and manage them so as to harness their skills and experience effectively. 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 fantastic and really interactive. The Centre is an amazing place. I loved all the colours and facilities. The course has given me so much to think about. I am very happy I attended and it will help me in my role."
RC, The Advocacy Project

Training the trainer

2 days 16-17 March £655** | £825* | £925

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

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

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

"I now feel more confident in being able to deliver higher quality training. The trainer was very knowledgeable and highly qualified. She kept all participants engaged and interested at all times."
AC, Independent Age

CPD



Human Resources: the basics

1 day 22 March £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

"As a HR newbie, I wanted to cover the basics and specifically to better understand my legal and own responsibilities. The course covered all of that very well and I was pleased."
DS, PCAA Foundation

Budgeting skills for non financial managers

1 day 23 March £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

"Not everyone's favourite topic, but the style of delivery, and the trainer, kept us all interested. The subject was not as 'dry' as I thought after all!" JH, UK Youth

Conflict resolution: an introduction

1 day 27 March £345** | £445* | £495

For anyone who wants to learn simple techniques to help resolve everyday conflict situations positively and effectively

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

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

"I really enjoyed the course and I found it useful. I got some great ideas and the trainer was excellent, he really helped everyone relax and participate!" JBD, Housing Ombudsman Service

Managing change

1 day 30 March £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

"I found the course very interesting and positively above my expectations. It has, I believe, given me some very good tips and a base to work on. The overall experience has been very good." R, Anthony Nolan

Event management: intermediate

1 day 31 March £345** | £455* | £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, 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

"I thought the course was fantastic! It has been a great help and I will take away many tips! We had a great trainer who was very personable. The food was fantastic and I loved the laid-back, easy-going atmosphere." JH, Audio Network

Personal effectiveness: be more confident at work

CPD

2 days 16-17 February £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
- assertiveness in dealing with senior managers and saying "no"

"The course was great and it was a fantastic experience for me. The course helped me realise I am not as assertive as I thought and I have gained confidence and knowledge from this course." DH, Ecotile Flooring

Assertiveness skills: a practical approach

CPD

1 day 23 February & 30 March
£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

"The trainer really helped the team gel, she was very friendly, approachable and led the course well. I have learnt to approach different situations which will really help me to be more assertive." SH, Social Mobility Foundation

Time management for administrators: managing time and workload

CPD



1 day 27 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

"There were a number of techniques and guidelines which will help me to create a more stable workflow by managing my workload better. I am keen to try some of these newly learned ways surrounding assertiveness and delegating." KC, i2i Events Group



Mindfulness at work: an introduction

1 day 20 March £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 every day working life: from reacting to responding
- mindful communication
- mindful leadership
- boosting creativity and innovation using mindfulness
- mindfulness and positive psychology

"An excellent course and a fantastic trainer! I think this course could have a real long-term benefit to my wellbeing. I got more from the training than expected." **BC, Niu Solutions**

Self-awareness at work

1 day 23 March £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

"My experience at the Centre was very positive and much better than I expected. The course exceeded my expectations and provided me with very practical knowledge." **PL, Institution of Engineering and Technology**

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

2 days 13-14 February £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 met my objectives very well and I have picked up lots of information and helpful tips. The course was well structured and the trainer made it interesting so that he kept people's attention at all times. My overall experience was excellent." **KB, McLaren Technology Group**

Minutes: taking and writing effective minutes

CPD

top seller

1 day 22 February & 16 March £245** | £355* | £395

For anyone who wants to improve their minute-taking

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

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

"The main thing that I got from the course was confidence in what I was doing. It was great to be able to discuss issues that we had with other delegates and to find that we often have the same problems. The trainer's advice was really useful." **SA, Knight Frank**

Effective office management

2 days 13-14 March £450** | £675* | £775

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

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

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

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

Customer care and telephone skills

1 day 17 March £245** | £355* | £395

For anyone who comes into contact with customers – on the telephone or in person

Everyone in an organisation is responsible for customer care. Good customer care depends on staff acting with professionalism and self-confidence. This course will ensure you can establish customer needs and handle tricky situations – that is, give good customer service. You will cover:

- listening skills
- how do you want your customers to see your organisation?
- providing a good service in person and on the phone
- telephone do's and don'ts
- assertiveness and personal presentation
- dealing with difficult customers and complaints

"I now feel better at dealing with customers and know that I should not take things personally. Overall the course was very constructive, and has taught me a lot professionally and as a person." **MW, Charityshare Ltd**

Essential skills for administrators

top seller

1 day 29 March £245** | £355* | £395

For administrators, secretaries and receptionists

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

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

"The trainer was very professional, knowledgeable and pleasant to learn from. I will be able to implement what I learnt from this course into my work." **AA, Moorfields Eye Hospital**



Email newsletters and bulletins

1 day 7 March £245** | £355* | £395

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

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

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

"A fantastic experience. Our trainer was great, there were good real-life examples and suggestions for improvement. It was valuable to consider objectives before the course as it really helped to focus and direct my own approach to the day." SL, Social Mobility Foundation

Writing skills: the basics

1 day 9 March £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 found this training course very helpful, particularly as a reminder for my writing skills. I hope to use these skills learnt in my writing from now on." PP, Bank Workers Charity

Proofreading

CPD

1 day 20 March £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
- misused words and spelling
- understanding format and layout
- error hotspots
- common errors in grammar, punctuation, spelling and layout

"I have taken away strategies and tools for better editing and proofreading. The trainer took what could be a very dry subject and made it engaging." LP, Engineering Council

Business writing skills

CPD

2 days 21-22 March £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
- paragraphs, summaries and signposting
- layout and presentation
- planning, structuring and proofreading your documents

"I've learnt so many new skills over these past two days, it has been great. The trainer was fantastic. I felt engaged for two solid days – this rarely happens on training courses!" HE, Paragon Community Housing

Report writing skills

CPD

1 day 21 March £245** | £355* | £395

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

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

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

"Excellent – the course was lively and very relevant. I was treated like a skilled adult and professional, unlike other writing skills courses I have experienced in the past." NT, L&Q Housing



Copywriting

1 day 28 March £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. This course will help you write copy for your organisation and advise your colleagues when editing their work. 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 was great in teaching me how to avoid common mistakes and how to make my own writing more interesting. This is not my first course at the Centre and I would readily come back and recommend it to friends and colleagues." MB, Catholic Children's Society



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Presenting with PowerPoint: a practical workshop

NEW

1 day 15 February £295** | £395* | £445

For anyone who wants to breathe life into their presentations and enhance the audience's experience

Slides are a visual aid, not to be confused with text documents. During a presentation, they're more like your partner in a double-act, the dummy to your ventriloquist, the stooge to your stand-up. This one-day PowerPoint presentations course will help you to create interactive and memorable presentations through effective and clever use of PowerPoint. You will cover:

- making presentations memorable – using graphics and images
- engaging with the audience and building in interactivity
- when and how to use animation
- deciding what to show and what to tell
- adding value to the text, rather than repeating it
- guidelines

Internal communication

1 day 21 February £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

"The course helped me stand back and realise we are trying to do everything for all and we simply can't! The course was very engaging and the Centre was great – I loved the 'on brand' décor and fab lunch." HS, St Helena Hospice

Communication in the workplace

1 day 27 February £295** | £395* | £445

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

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

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

"This training course was the best way to enhance my communication skills. I am leaving the course with good information and techniques." PKB, Royal Albert Hall

Confident and effective presentations

CPD

1 day 28 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

"My objective was to overcome my fear of presentations, and it was fully met. It was an excellent course and extremely well presented." LG, Brent Housing Partnership

Impactful presentations: two-day masterclass

2 days 6-7 March £595** | £755* | £855

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

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

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

"This course really helps in improving presentation skills. It is a very interesting and useful course with lots of tips, approaches and techniques provided by the trainer." NS, Rimex Metals

Social media and online communications: a strategic approach

1 day 13 March £295** | £395* | £445

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

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

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

"Having completed this training course, I feel prepared to develop a plan for using social media and know how to implement it effectively." NC, Chartered Accountants Wellbeing Charity

Influencing skills

CPD

2 days 28-29 March £595** | £755* | £855

For people who need to shape opinions and change minds

top seller

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 wanted tools and tips to develop my style and approach and that's what I got from this course. It's important that courses give you space to apply learning to your own situations and this course did just that." JM, Water UK

all courses

Courses start at 10am and will finish by 4.30pm.

Lunch and refreshments (including ice creams!) will be provided.

"The staff at the Centre were helpful and courteous, the venue was great and the food was absolutely lovely. It was so nice to be able to order your own lunch and find a lovely salad waiting for you instead of endless sandwiches and crisps." CB, NatCen Social Research