

➔ How to book

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

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

➔ Course fees

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

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

Standard price applies to all other organisations.

All fees are subject to VAT.

➔ Payment

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

➔ Special requirements

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

➔ Confirmation of booking

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

➔ Cancellation and transfer policy

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

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

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

➔ The Centre mailings

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



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enhancing
training



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programme

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for details

book

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➔ Venue

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

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

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

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

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

➔ Contact us

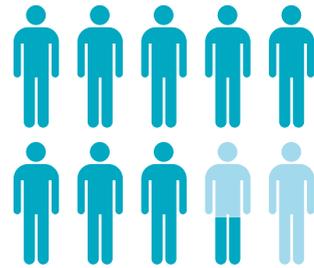
If you have any questions or need any help finding the perfect course for you feel free to contact us. We're always happy to help!

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84%

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



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Moving into management: taking on your first management role



2 ½ days 19-20 February follow-up 30 March 1.30-4.00pm
23-24 March follow-up 6 May 10.00am-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

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

Moving up in management: extending your management skills

2 ½ days
11-12 February follow-up 30 March 10.00am-12.30pm
18-19 March follow-up 27 April 1.30-4.00pm
£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 trainer was a great communicator and the course was perfectly pitched over the two days. I took a lot from the sessions that I feel will help me in my job." **AB, Royal College of Art**

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

2 ½ days 4-5 March follow-up 27 April 10.00am-12.30pm
£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 content of the course was varied and interesting and the trainer was interesting and approachable. The trainer helped me gain a more in-depth knowledge of how to bridge the gap from manager to leader." **FW, Climb**

ILM Management Ladder: the Centre's Endorsed Award



Recognised Provider

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

- ILM registration
- Chosen management ladder course
- Assessment of set tasks
- A feedback session

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

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

Emotional intelligence in management and leadership

1 day 16 February | 30 March £345** | £445* | £495

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

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

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

"I thought the course was excellent and everyone should go on it! The trainer was engaging and interesting – very knowledgeable too." **RH, Aurora Project Lambeth**

Coaching skills for managers

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

For anyone who manages, supports or coordinates other people

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

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

"Excellent – I really enjoyed the course and have a lot to take back to practice and share with the team." **CW, Breakthrough Breast Cancer**

Strategy: from vision to implementation

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

For managers looking for an introduction to strategy and an all-round overview of the topic, thinking more strategically is important for everyone these days

Suitable for anyone facing a strategic challenge, this course will help you get started by giving you useful concepts, frameworks and tools you can use right away to improve your products, services and plans. There will be a focus on understanding where you are now, creating a clear vision of where you want to get to, what you have to do to get there, and thinking about impact. You will cover:

- what is a strategy and why does it matter?
- how do I get one?
- who does it?
- how will I know if I have been successful?

"The course helped me understand the difference to strategic thinking as opposed to operational. I got some very helpful hints and tips from the trainer." **CB, Action on Hearing Loss**

Business planning: turning the vision into reality

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

For senior managers involved in business and financial planning

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

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

"The course was well structured and informative, providing good resources and materials to be able to achieve my objectives." **LO, Chain of Hope**



Supervision skills: managing people and teams

2 days 25-26 February £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 to understand your role as a supervisor, gives you some helpful guidelines, and shows you how to apply a range of skills in this work. You will cover:

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

"The trainer was very warm and welcoming – normally I find training can be stressful but I was completely at ease. I would recommend the Centre." MT, First Intuition Ltd

Budgeting skills for non financial managers

1 day 4 March £345** | £445* | £495

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

This 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

"The course was interesting and enjoyable. The trainer provided some good information and kept us all engaged throughout the session." JM, TDC Europe

Handling difficult people and situations: essential tools



1 day 6 March £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 behaviour problems before they happen
- dealing with conflict and aggression
- how to build your confidence and assertiveness

"The course was better than I expected. I feel more confident when someone is being confrontational with me and it was interesting to see the type of personalities and behaviours that make people be conflictive." KR, The Football Association

Women in management and leadership

1 day 10 March £345** | £445* | £495

For women managers, leaders, supervisors or executives

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

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

"The training course was absolutely fantastic! It was great for my personal and professional development. The trainer was brilliant!" LR, Lesbian and Gay Foundation

Event management: an introduction



1 day 12 March £345** | £445* | £495

For administrators and co-ordinators 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 needs
- timeline and budgeting
- risk assessment and health and safety
- checklists for organising the detail – delegate bookings, meeting special needs, insurance, licences and catering

"An excellent course. I found it very useful to hear other people's suggestions from different industries. There was a very dynamic and warm atmosphere throughout the training." EC, King's College School

Project management

2 days 12-13 March £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

"The course was very informative and I was able to put the theory learned into practice. The trainer was engaging and enthusiastic which helped with the learning and meant it wasn't boring." SB, Fair Finance

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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 got some top tips and tools for structuring and delivering training. The trainer was highly experienced, knowledgeable and professional. I learnt a lot." LP, NCVQ



Effective mentoring

1 day 20 March £345** | £445* | £495

For those new to mentoring as well as more experienced mentors

Whether you are beginning your mentoring journey, or you are an experienced mentor, this practical one-day course will introduce the role of a mentor, providing an opportunity to practise the skills necessary to mentor successfully. Through a series of discussions, interactive exercises and case studies, the day will cover the essentials of mentoring alongside potential pitfalls and problems. This course will enable you to practise key mentoring skills as well as develop your unique mentoring style. This introductory course will cover:

- what is mentoring and how it can contribute to organisational and individual development
- managing the mentoring process using contracting and establishing ground rules
- your mentoring style and how self awareness can enhance the mentoring relationship. Using personality types, learning style and mentoring to develop effective relationships
- mentoring pitfalls and how to avoid them
- evaluation of a mentoring session

"I wanted to get an overview of how to be a good mentor and I feel like this course has given me some very useful tips. I really enjoyed the psychology part of it." LP, CharityComms

Finance skills for non financial managers

2 days 25-26 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:

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

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

Personal development review: manager's toolkit NEW

1 day 31 March £345** | £445* | £495

For managers who want a tool kit of skills and strategies to motivate and inspire their staff through meaningful appraisals

This course will help you to motivate staff to view their review process as a valuable tool for assessing their performance. You'll learn why skilled and meaningful appraisals are key to organisational success and how to make sure that your system is fit for purpose. You will cover:

- why hold review meetings?
- the ingredients for effective personal development reviews
- developing objectives
- the psychology of appraisals
- giving and receiving feedback
- individual action plan

Become an effective consultant

1 day 2 April £345** | £445* | £495

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

Are you thinking about taking the first step to becoming a consultant? Do you have strong business skills? Can you analyse information and construct a recommendation on a course of action? Do you have good communication, observation and character analysis abilities? Then you could be a good candidate to provide business consulting services. You will cover:

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

"The course fully met my objectives and also helped my confidence with regards to offering our services as consultants. Our trainer was great; knowledgeable and approachable." SB, The Citizenship Foundation

Focus groups

1 day 13 February £295** | £395* | £445

For anyone who wants to run or understand focus groups, or who wants to undertake stakeholder research

Do you know what your customers are thinking and feeling? A focus group can help you find out. A well run focus group can give you valuable insights and help you plan better products and services. This practical, one-day course will give you the skills you need to set up and run great focus groups. You will cover:

- when and how to use focus groups
- recruiting the participants
- finding the right venue
- identifying and formulating your questions
- moderating skills
- analysing and reporting findings

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

Influencing skills

2 days 16-17 February £595** | £755* | £855

For people who need to shape opinions and change minds

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

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

"My objective was to feel more confident when trying to sell or influence people to take on our services. This objective was met by the great feedback the trainer gave me. I would recommend to others." EM, Bromley by Bow Centre

Presentation skills: making effective and confident presentations



1 day 18 February | 19 March £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 lots of personal attention, including video and feedback. You will cover:

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

"I definitely feel more confident, especially compared to the beginning of the day, and I have a list of things I can do to better prepare and combat nerves." HP, Leadership Foundation for Higher Education

Advanced presentation and communication skills for leaders

2 days 5-6 March £595** | £755* | £855

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

The best leaders recognise that the art of leadership is something we learn – and presenting and communicating effectively is at the heart of outstanding leadership. Throughout a very busy two days you will make a number of short presentations and take part in various one-to-one and group exercises. You will cover:

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

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

Internal communication

1 day 13 March £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 and you will leave the course with ideas to implement on your return to your organisation. You will cover:

- the communication culture of your organisation
- how to conduct an internal communications audit
- developing an internal communications action plan
- monitoring and evaluating your internal communication

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

Social media and online communications: a strategic approach

1 day 23 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

"This course was very useful. It was different from other social media courses in that it gave sensible ideas for content and audiences. I preferred the emphasis on PR over the technical side." DH, British Society for Haemathology

Handling the press and media

1 day 25 March £295** | £395* | £445

For all those who take on the role of press officer

Harnessing the power of the media is a cost-effective way of getting your message across to large audiences and decision-makers. By learning how to deal with journalists you can positively influence what is printed and broadcast. In this course you will find out what makes a good story and what makes journalists tick. You will cover:

- identifying the news outlets that matter to your organisation
- how to tell a newsworthy story and develop news hooks
- developing a media campaign
- how to use celebrity 'stardust' and media stunts that work
- creating a toolkit for journalists
- strategies to handle a media crisis

"I received a lot of useful hints and tips from this training course. I am feeling empowered and inspired." JH, Sheffield Health and Social Care NHS Foundation Trust

Receptionist training: becoming an exceptional receptionist

1 day 9 February £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

"An enjoyable course, and my attention was kept high all day. The small group meant I could confidently contribute to group discussions." DMC, University of Essex

Minutes: taking and writing effective minutes

1 day 23 February | 1 April £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 learn the basic rules and guidelines for minutes as well as practising essential skills like listening and taking notes. Over the day you will cover:

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

"The course was extremely interesting and I feel I have learnt a lot. I am eager to put this into practise. The trainer was fantastic and made the course fun and interesting." CC, NHS South CSU

Essential skills for administrators

1 day 26 February £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 was very enlightening and provided tips and suggestions for various problems and issues. I think it was a very good course and the trainer was fantastic!" SA, Garden Court Chambers

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

2 days 10-11 March £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

"I thoroughly enjoyed the course and found it very insightful in regards to the working lives of other PAs. It was very refreshing to know that I've been carrying out my role as I should be and I also picked up some helpful tips along the way." AL, Catalyst Housing Ltd

The effective learning and development administrator

1 day 24 March £245** | £355* | £395

For PAs and training administrators who wish to improve their contribution to the training function

Designed for individuals who need an understanding of the learning and development function and who wish to develop the skills and knowledge required for this role. This practical course will allow you to review the role and support you currently provide, and have the opportunity to generate new ideas that can be applied in the workplace. You will cover:

- the learning cycle and how it links with the needs of the organisation
- reviewing the changing role of training, learning and development
- planning and delivery of CPD across the business
- reviewing evaluation methods and data
- producing an action plan that can be transferred into the workplace

"The course was more helpful than I expected. The trainer had lots of experience and made the content easy to understand." VB, L&Q Group

Assertiveness skills: a practical approach

1 day 12 February | 20 March £245** | £355* | £395



For administrative staff and those new to supervising or leading teams

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

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

"The course was very interesting and the overall experience was enjoyable and insightful. The trainer made people feel at ease and everyone had a chance to engage." KM, Kent County Council

Stress management and resilience

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

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

This stress management and resilience programme will enable delegates to recognise the symptoms of stress as well as the effects of stress on the body and mind. You'll complete a stress audit, examine the mind body connection and how you can employ effective strategies to ensure your wellbeing. Throughout the day you will identify your personal stressors and establish what you can do to maintain a healthy and happy lifestyle. You will have the opportunity to learn about the latest research from the field of psychology, neuroscience and contemplative practice and then practise tried and tested strategies from these disciplines. You will cover:

- understanding stress
- the role of resilience
- stress triggers and how to avoid them
- the neuroscience of stress
- creating your own wellbeing plan

"Excellent. I would highly recommend this course. The trainer was great – she covered the topic well and made us comfortable for what could be a personal topic." TJ, Society of Petroleum Engineers

Time management for administrators: managing time and workload

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

"I attended this course on a recommendation and thought the Centre was excellent. The trainer was first class and made the course very enjoyable." KS, Salvation Army Housing Association

Mindfulness at work: an introduction

1 day 11 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 everyday working life: from reacting to responding
- mindful communication
- mindful leadership
- boosting creativity and innovation using mindfulness
- mindfulness and positive psychology

"An excellent course. The day was very informative, the trainer was knowledgeable and, most importantly, I gained useful and practical advice and information." LB, Coram Voice

Time management for managers: work smarter, not harder

1 day 16 March £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

"I found the course really helpful. It has given me great insight into how I work and has given me coping mechanisms and actions to put in place to ensure I get my work/life balance right." KW, Hart District Council

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 Nadira Love on nadira.love@the-centre.co.uk or 020 7490 3030.

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

1 day 10 February £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

Grammar and punctuation at work

1 day 17 February £245** | £355* | £395

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

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

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

"The trainer was very knowledgeable and explained the course in ways that I will remember when I am back in the workplace." TB, Rose Bruford College



Report writing skills

1 day 24 February £245** | £355* | £395

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

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

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



"I've adapted my methods for report writing and implemented the skills I learnt. These changes have been noted by my line manager and I feel a lot more confident in my report writing skills. I would thoroughly recommend this course." AM, Médecins Sans Frontières

Write for success

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

For anyone who needs to take their writing skills to the next level

This course will help you identify your personal strengths as a writer and show you how to breathe new life into corporate prose. You will learn how to give your messages more impact, explain your business to diverse audiences, and make all your documents attractive and highly readable. You will leave with a coursebook that includes tips and tools to use back at work. The course will include guidance on:

- finding your own voice in the corporate context
- choosing the best structure for the job
- engaging your readers and holding their interest
- making your writing vivid and memorable
- producing documents that look good

"I wanted to learn how to engage with my audience and improve the structure of my writing. These objectives were met and I was given various tips on how to structure whatever I'm writing." GK, Cancer Research UK

Writing letters and emails

1 day 3 March £245** | £355* | £395

For anyone who wants to write better letters and emails

Do letters take up too much of your time? Do your emails fall on deaf ears? This course will help you to write more effectively, fluently, clearly and concisely. You will learn how to connect with the reader, get your point across, write action oriented emails, and adapt your style for formal and informal communications. You will leave with a range of useful tips and strategies which will improve your letters and emails at work and save you time. The course will include guidance on:

- planning, structuring, presentation and layout
- writing for different readers and getting the right tone
- getting to the point
- letter-writing conventions and email etiquette
- good beginnings and endings

"The training was very pleasant with comfortable surroundings! The course was worthwhile and the handouts given out during the training will be referred to constantly." JW, VolkerWessels

Writing speeches: keynotes, presentations and special occasion

1 day 9 March £245** | £355* | £395

For anyone who is involved in the creation of speeches

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

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

"Excellent training. The course was very useful and I will be able to build on a current speech to good effect." KG, The Pensions Regulator

Print newsletters that will get read

1 day 17 March £245** | £355* | £395

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

Print newsletters play a central role in building – and keeping – your relationship with your audience. You will learn the tips and techniques that the professionals use to write quickly, creatively and always hit the mark. You will cover:

- audience
- categories of content
- the role of the editor
- sentences and paragraphs
- messages, style and tone
- headlines and photos
- house style, editing, subediting and proofreading
- decisions about design, distribution and evaluation

"The course was very well run with a good range of examples and practical exercises. The trainer was engaging, experienced and knowledgeable on the subject." RJ, The Insolvency Service

Writing skills: the basics

1 day 18 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 thought the course was very informative and the training book will be very helpful as a reference. The trainer got everyone involved and I think everyone felt engaged." AL, Energy Institute

Email newsletters and ebulletins

1 day 26 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

"The trainer was brilliant and good at teaching. The course has made me more confident and I think I'll be able to take back this new skill and improve our current production." CR, Building and Engineering Services Association

All courses start at 10am and will finish by 4.30pm.

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

"The Centre was amazing! The venue and staff were lovely and we were spoiled with treats and refreshments." SA, Creative Youth Network

