

## How to book

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

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

## Course fees

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

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

Standard price applies to all other organisations.

All fees are subject to VAT.

## Payment

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

## Special requirements

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

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

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

## The Centre mailings

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



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



# training programme



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

see pages 8 & 9 for details

# new year 2017

# book

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

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

call 020 7490 3030

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

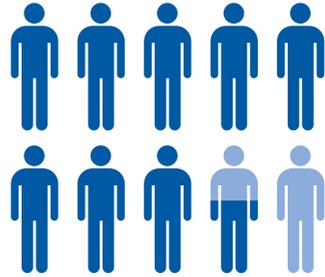
## Contact us

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

**t** 020 7490 3030

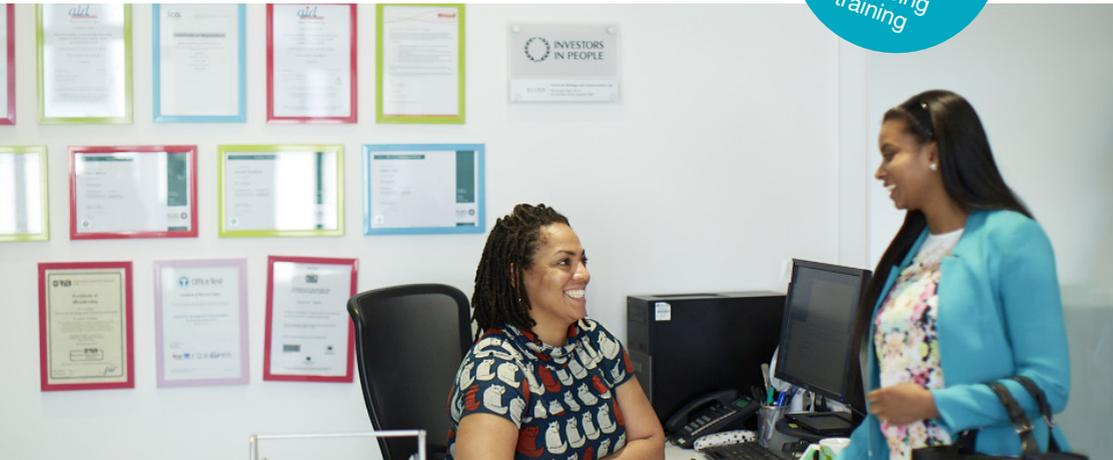
**e** [info@the-centre.co.uk](mailto:info@the-centre.co.uk)

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



# 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

5-6 January follow-up 3 March 1.30pm-4pm,  
24-25 January follow-up 8 March 1.30pm-4pm,  
20-21 February follow-up 5 April 1.30pm-4pm  
£655\*\* | £825\* | £925

### For those embarking on their first management role

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

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

"The course helps show you that you probably already do the core skills already, it is just the structure you need to make them more effective in the workplace. I look forward to applying the tools and systems learnt." GM, Financial Services Compensation Scheme

## Moving up in management: extending your management skills

CPD

2 ½ days 16-17 January follow-up 3 March 10am-12.30pm  
£655\*\* | £825\* | £925

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

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

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

"This course was very useful. I have been given some great tips from the trainer and the other participants in the group. I now have new ideas and feel inspired to turn myself into more of a 'leader'." SS, Association of Colleges

## 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 your power
- leading and managing through change
- the leader as communicator
- critical incidents in organisations: how to avoid a crisis

"Absolutely fantastic delivery, well planned and constructive. I loved the way the trainer engaged us and it felt natural as opposed to just text book learning." LC, Global Display

## 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.

## Finance skills for non financial managers



2 days 12-13 January £655\*\* | £825\* | £925

### For anyone who needs to understand their organisation's finances

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

- 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 am very happy to say that I now feel more comfortable with standard financial reports. There was very good content within the course for our group and the trainer was very patient and knowledgeable." MT, TranslateMedia

## Working effectively across cultures

NEW

1 day 18 January £345\*\* | £445\* | £495

### For managers who want a better understanding of how culture impacts their team and group performance

Culture, individual styles and preference can impact the engagement and performance of others. On this practical course, you'll discover how to create an environment that is inclusive and recognises different styles. You'll get tools and strategies to enable collective planning and collaborative working so you can build a high-performing, multicultural team. You will cover:

- what is culture?
- how we communicate and understand information
- unconscious bias and how that can create problems in the workplace
- solutions to different work place challenges
- building trust and identity within a multicultural team
- applying the theory to the world of work

## Business planning: turning the vision into reality

1 day 31 January £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

"I felt the course was very well delivered and the trainer had a vast amount of knowledge. The course was delivered at a really good pace, in clear easy to understand terms. I will not hesitate to recommend the Centre." SA, Healthwatch England

## Budgeting skills for non financial managers

1 day 1 February £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

"This has been an excellent day all round. The trainer was very kind, patient, creative with examples and also created a great and conducive learning atmosphere." BO, International Baccalaureate

## Coaching skills for managers

1 day 1 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 focusing on outcomes
- overcoming fears and supporting change

"This was a really positive experience. I learnt a lot and there were plenty of practical tools which I feel will help me put theories into practice. The course met and exceeded my objectives."

KH, Macmillan Cancer Support

## Emotional intelligence in management and leadership

1 day 3 February £345\*\* | £445\* | £495

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

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

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

"I picked up tips on how to use emotional intelligence in the workplace with my team. The trainer was knowledgeable, engaging and supportive and, as always, the Centre made the experience extremely enjoyable." TA, NHS

## Strategic planning and thinking skills

CPD

2 days 7-8 February £655\*\* | £825\* | £925

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

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

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

"This course has given me more confidence and hope for the future in my ability to plan strategically. The trainer was the best I have worked with and the course was really great."

PC, Rennie Grove Hospice Care

## Project management

CPD

2 days 8-9 February £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, aims and objectives
- planning, timescales and deadlines
- working effectively with your project team and stakeholders
- risk management
- drawing up budgets and working with the project team
- monitoring and evaluation

"The course has given me a really good idea of how to structure my projects and given me a better insight into the different areas of this subject. I will take away useful information to be able to use with my future projects." GM, The Football Association

## Facilitation skills

1 day 10 February £345\*\* | £445\* | £495

For team leaders and project managers who want to know how to facilitate productive discussion

A facilitator is a coordinator, leader, thinker, negotiator, timekeeper, recorder, referee and neutral observer. This course will help you develop the skills to take on these different roles. You will look at the principles, values and techniques for dynamic, participatory and experiential facilitation. You will cover:

- the art and values of facilitation
- processes including needs assessment, establishing aims and objectives and evaluation
- facilitation tools
- facilitation for meetings, consultation, consensus-building, breakout groups and plenaries
- team-building
- problem-solving, including handling challenging behaviour
- cross-cultural work and equal opportunities

"I now really feel I have the ability to be more confident in my skills and apply to my training for others. The training was very engaging and informative and made it very clear how I can relate it to my role and improve my skills." CH, Diabetes UK

## Creative thinking and innovation

2 days 15 February £655\*\* | £825\* | £925

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 was one of the best courses I have been on in ages – really good pace, great materials and practical solutions I can actually apply to my work. The session was made very relevant to my organisation which was great." LP, 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

"I have gained tools that will help me to identify and manage risk in my own area of work. It was a great course which was easy to follow and relatable." PT, Institute of Physics

## Leading virtual 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

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

# In-company

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



People's time is precious. By delivering training at your venue, you will not only save time but you will also save money.

Our tailored approach can use your competencies, behaviours, style guides and strategic plans to make sure courses are targeted to your learners. Your learners will also know that our trainer has a proper understanding of your organisation's unique culture and challenges.

"This course was a perfect opportunity for me to share with experienced staff from other departments. The learning environment made me feel safe to share and that my opinions and views were relevant."

**SC, THE FOOTBALL ASSOCIATION**

#### **For more information**

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

## 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

"Fantastic – really relevant to my situation with practical advice and I have lots of ideas to take away and use! I felt welcomed and that my opinions and experiences were valued."  
IP, Social Mobility Foundation

## Event management: an introduction

CPD

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
- publicising your event
- after the event: follow-up and evaluation
- risk assessment and health and safety
- checklists for organising the detail – delegate bookings, meeting special needs, insurance, licences and catering

"The course covered more than I expected. The Centre is the best facility for a course I have ever been to – the refreshments were excellent. Everything went the extra mile."  
DC, The Wedge Group Plc



## Minutes: taking and writing effective minutes

CPD

1 day 4 January, 30 January & 22 February  
£245\*\* | £355\* | £395

For anyone who wants to improve their minute-taking

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

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

"This course has helped me immensely. The trainer was fantastic and covered so much – a complete overview of minute taking, which was great as I had no previous experience."  
ED, Queenswood School



## 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 was very beneficial and I thought that it was extremely well designed and taught. The training exceeded my expectations."  
MK, MacArthur Green Ltd

# special offers



buy training vouchers in advance and save up to 30%. You can use them whenever you like on whatever courses you want.

For more details on this and other ways to save money, visit [www.the-centre.co.uk](http://www.the-centre.co.uk)  
call us on 020 7490 3030  
or email [info@the-centre.co.uk](mailto:info@the-centre.co.uk)

## Managing better meetings

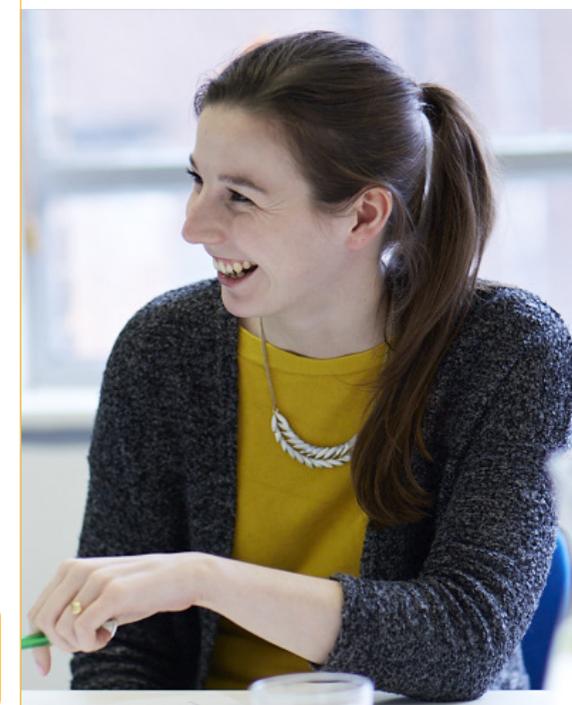
1 day 17 January £245\*\* | £355\* | £395

For anyone who runs meeting and would like to improve their effectiveness

Meetings which go over their allotted time? Poor attendance coupled with persistent lateness? Agendas which don't hang together and have to be changed as you go along? Participants who feel frustrated and negative? Unclear outcomes or none at all? Do your meetings feel like this? If so, this is the course for you. The course considers the criteria for a successful meeting and offers the chance to define and practise the skills needed for chairing different types of meetings and build participants' confidence in their abilities. You will cover:

- what's on the agenda
- planning, preparation and setting objectives
- what makes a well-run meeting
- the chair's role during and after the meeting
- dealing with difficult people and conflict
- working with the minute taker

"The course was really interactive and helpful. I have learnt lots of good tips and guidance on attending meetings, chairing meetings and taking minutes. Thank you."  
KH, Red Kite Housing



## Writing better letters and emails

1 day 9 January £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 course met all of my objectives and has given me a lot to think about. The trainer was excellent and I really appreciated her approach and the helpful advice she gave." **AF, Eastend Homes**

## Report writing skills

1 day 2 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 feel this was one of the best courses I have attended in terms of learning taken away. The trainer made everything personable to your requirements rather than generalising." **VS, Allianz Insurance**

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

1 day 9 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

"The course was thorough, relevant and communicated brilliantly by the trainer. I now feel that I can improve my content writing and use the material covered to generate more effective digital writing." **JB, Reality HR**

CPD

top seller

## Confident and effective presentations

1 day 9 January & 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

"A great course – it has made me feel less stressed and nervous. The trainer was very supportive and understanding and helped me gain confidence whilst presenting." **SP, CityWest Homes**

## Presenting with PowerPoint: a practical workshop

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 on reader friendly styles, fonts and colours

NEW

## 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

"This was a really, really helpful course. There was a relaxed and comfortable atmosphere. It was great to hear other stories and relate to them. This has empowered me to focus on where I can change and move my organisation forward!" **LD, Greenhouse Charity**

## 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

"I now understand how to deliver a message without being pushed around or being passive. I loved the course, I felt relaxed throughout the day." **GG, EveryChild UK**



top seller

## Time management for administrators: managing time and workload

CPD

1 day 18 January & 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 am now clear on my priorities and how to organise my work load in an effective way. The atmosphere at the Centre is very calm and happy." AS, Fire and Stone Ltd

## Stress management and resilience

1 day 25 January £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. You will have the opportunity to learn about the latest research from the field of psychology, neuroscience and contemplative practice and then practise tried and tested strategies from these disciplines. You will cover:

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

"The trainer and delegates provided a combination of natural and realistic examples of stressful situations and how they relate and deal with them. The trainer was very calm and has such a positive energy." AG, Lansdowne Club

## Developing your personal brand

1 day 2 February £245\*\* | £355\* | £395

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

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

- building up a comprehensive profile of 'Me PLC' in terms of how you perceive yourself
- knowing how to communicate to build rapport and empathy
- your strengths and areas for development in interpersonal relationships
- how to be assertive without being aggressive

"The trainer was very good at drawing out experiences from the candidates and her own life, which made the 'theory' real. We were given loads of tips about communication and personalities which were very useful." RR, Talbot Underwriting Ltd

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

CPD

1 day 3 February £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 would really recommend the course. I have gone from feeling like a failure to feeling armed with tips and useful tools to manage my time." SB, Kier Group

## 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
- 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"

"I have a very positive view of the trainer, especially because they took the time to go over specific concerns I am having with difficult meetings. They made me feel better about my own knowledge and abilities." SF, Equality Challenge Unit

## Assertiveness skills: a practical approach

CPD

1 day 23 February £245\*\* | £355\* | £395

For administrative staff and those new to supervising or leading teams



This course provides the skills and tools you need to become more assertive, and to present your ideas and opinions in ways that enable you to feel heard and respected. You will learn how to communicate in a confident and positive way, with a focus on developing a personal style that will benefit you, your colleagues and your organisation. You will cover:

- the Neuroscience of assertiveness
- recognising your own style: passive/aggressive, indirect or assertive
- tips on how to think and act more assertively
- receiving and giving praise and criticism
- communicating clearly and being heard
- impression management and the importance of body language

"The trainer was great – positive, engaging and a good listener. It was good to listen to other group member's issues. I found the booklet given really informative and I will use it in the future." JQ, Independent Schools Association

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