

# training programme



Find out more about our Apprenticeship programme on pages 16-17

Autumn 2019

the-centre

building skills and confidence

## Venue

All of our Individual courses 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 a group session.

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

## Contact us

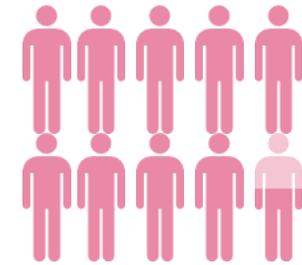
If you have any questions, or need any help finding the perfect course for you, feel free to contact us.

**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)

**23 years**  
of performance  
enhancing  
training



**99%**

Of delegates would  
recommend our courses



# Contents

## The management ladder page 5

- CPD Moving into management
- CPD Moving up in management
- CPD Moving from manager to leader

## Management courses pages 5-11

Emotional intelligence in management and leadership  
Facilitation skills  
Budgeting skills for non-financial managers  
Supervision skills: managing people and teams  
Project management  
Women in management and leadership  
Managing volunteers  
Developing a growth mind-set for success  
Negotiation skills  
Effective mentoring  
Leading virtual and remote teams  
Handling difficult people and situations: essential tools  
Handling difficult people and situations: extending your skills and confidence

Managing better meetings  
Coaching skills for managers  
Preparing tenders  
Managing volunteers  
Strategic planning and thinking skills  
Monitoring, evaluation and impact assessment  
Event management: an introduction  
Event management: intermediate  
Appraisal skills

Interview skills for managers  
Finance skills for non-financial managers  
Time management for managers  
Influencing skills  
The Executive PA: moving from secretary to executive PA role  
Effective office management  
Team leader skills: building and leading a high performance team  
Neuro Linguistic Programming (NLP)  
Creative thinking and innovation toolkit

Risk Management  
Sales skills: enjoy successful selling  
Managing underperformance, absence and stress

Human resources: the essentials  
Introduction to leadership  
Strategy: from the vision to implementation

Training the trainer

Induction: creating an effective induction programme  
Developing your personal brand  
Managing change

## Writing courses pages 11-12

Report writing  
Minutes: taking and writing effective minutes  
Persuasive copywriting  
Writing speeches: keynotes, presentations and special occasion addresses  
Proofreading  
Digital writing: for websites, e-newsletters, blogs and other social media  
Write for success  
Business writing skills  
Writing skills: the essentials  
Grammar and punctuation at work  
Writing better letters and emails  
Professional writing skills for non-native English speakers

## Personal effectiveness courses page 14

Increasing performance with positive psychology  
Personal effectiveness: be more confident at work  
Time management for administrators: managing time and workload  
Speed reading  
Mindfulness at work  
Assertiveness skills: a practical approach  
Self-awareness at work  
Building personal resilience and beating stress

## Communication courses page 15

PR Strategies that work  
Effective feedback and conversations  
Customer care and telephone skills  
Confident and effective presentations  
Communication in the workplace  
Radio and television interviews  
Networking and representing your organisation  
Listening skills

## Equality, diversity and inclusion page 17

Gender equality  
Equality, diversity and inclusion

## Administration courses page 17

Receptionist training: becoming an exceptional receptionist  
Essential skills for administrators



# The Centre is



To help us celebrate, we are offering all our customers a **23% discount** on any individual programme booking placed before the end of July 2019!

To claim this offer, use the voucher code '**BirthdayBash23**' against any booking on our individual programme.



*T&Cs apply. This offer is only valid on our courses for individuals held in London and booked in July 2019. Discount is not applicable to existing bookings. '**BirthdayBash23**' must be quoted when booking via telephone or email, at the time of booking to qualify for the discount.*

## Management ladder

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

2 ½ days

£655\*\* | £825\* | £925

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, leaving you with a development plan for gaining further management skills. It focuses particularly on the crucial people skills that you need to supervise and motivate your team.

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

2 ½ days

£655\*\* | £825\* | £925

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.

### Moving up in management: extending your management skills

2 ½ days

£655\*\* | £825\* | £925

Often managers are in a post for some years, without having any formal management training. This course offers you an opportunity to learn some of the practical hints and tips around people reflect on your experience with others in a similar situation and to catch up with best practice, especially in relation to managing people. This course is for managers who have been in post for more than a year.

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



For candidates who wish to begin working towards a recognised management qualification, the Centre offers a nationally recognised Institute of Leadership and Management endorsed programme. This includes 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 course is £155 + VAT on top of your usual course fee.**

## Management courses

### Emotional intelligence in management and leadership

1 day

£345\*\* | £445\* | £495

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 and productivity.

### Facilitation skills

1 day

£345\*\* | £445\* | £495

This facilitation training course looks at principles, values and techniques for dynamic, participatory and experiential facilitation. Participants will develop their skills in planning and preparing one-day sessions, meeting the needs of participants through a range of participatory facilitation techniques for varied and stimulating meetings and problem-solving. Dealing with challenges and challenging behaviour will also be addressed.

### Budgeting skills for non-financial managers

1 day

£345\*\* | £445\* | £495

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. This course training is for anyone who needs to set and manage budgets but don't have the expertise or specific training in this area of finance.

### Supervision skills: managing people and teams

2 days

£655\*\* | £825\* | £925

With the right approach, supervision can make a crucial and positive contribution to the attitudes of everyone at work. The course aims to help you understand your role as a supervisor, gives you some helpful guidelines, and shows you how to apply a range of skills in this work. This people and performance management training is for team leaders, and those who have line management responsibility.

# Management courses

## Project management 2 days

**£655\*\* | £825\* | £925**

This two-day Project management course in London looks at every aspect of managing a project. For those with who want to learn the basic skills of project management and get practical tips and techniques. This Project management course in London looks at every aspect of managing a project. Working on your own case study, you will learn and apply the many tools and techniques involved. It will help you get more structure into your management of projects.

## Women in management and leadership 1 day

**£345\*\* | £445\* | £495**

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.

## Negotiation skills 1 day

**£345\*\* | £445\* | £495**

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.

## Effective mentoring 1 day

**£345\*\* | £445\* | £495**

Whether you are beginning your mentoring journey, or you are an experienced mentor, this practical course will introduce the role of a mentor, providing an opportunity to practise the skills necessary to mentor successfully. Through discussions, interactive exercises and case studies, learn the essentials of mentoring alongside potential pitfalls and problems; practise key mentoring skills as well as developing your unique style.

## Managing volunteers 1 day

**£345\*\* | 445\* | 4395**

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 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.

## Developing a growth mindset for success 1 day

**£245\*\* | £355\* | £395**

This one-day training workshop introduces the ground-breaking idea of growth mindset, the work of world-renowned psychologist Carol Dweck. Developing a growth mindset creates motivation and productivity in individuals and organisations. Participants will look at the theoretical and practical implications of a growth mindset vs a fixed mindset and the benefits of developing and maintaining a growth mindset for success.

## Handling difficult people and situations: essential tools 1 day

**£345\*\* | £445\* | £495**

Many of us face difficult encounters with colleagues which can have serious repercussions for the whole team. This course will equip you with tools and techniques for dealing with these situations, giving you the confidence you need for effective management of difficult situations. You will learn how to effectively communicate with difficult team members whilst ensuring a positive outcome.

## Handling difficult people and situations: extending your skills and confidence 2 days

**£655\*\* | £825\* | £925**

Whether it's disciplining a colleague or handling a sensitive issue, we all face difficult communications challenges in the workplace. It's awful when it's a customer but can be even worse when it's a team member or manager. Our two-day course has been designed to give you the confidence and know how to handle these challenges professionally and positively.

# Management courses

## Managing better meetings 1 day

**£245\*\* | £355\* | £395**

Meetings which go over their allotted time? Poor attendance coupled with endemic 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 sometimes feel like this? The course is suitable for anyone who has to run a meeting and helpful to those new to this skill or those who feel that their meetings are not as successful as they would like.

## Coaching skills for managers 1 day

**£345\*\* | £445\* | £495**

Coaching is an invaluable tool for managers who want to motivate and support their team to improve performance and manage change. It can also be part of an organisational strategy to support change at individual, team and organisational level. This course is designed to help line-managers understand coaching, how coaching fits with effective management and to acquire practical coaching techniques to use in their every day work.

## Strategic planning and thinking skills 2 days

**£655\*\* | £825\* | £925**

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, our two-day Strategic planning and thinking skills course takes you right through the strategic planning process with helpful tools, techniques and ideas for every stage to enhance your strategic thinking skills.

## Monitoring, evaluation and impact assessment 1 day

**£345\*\* | £445\* | £495**

The pressures for 'change', 'getting results' or 'having an impact' are ever-present in today's workplace. From new initiatives, change programmes or projects it is increasingly important to demonstrate success & adapt to changing circumstances. This one-day course will clarify your thinking, enable you to build monitoring and evaluation systems into your plans and help you demonstrate that you are making a difference.

## Preparing tenders 1 day

**£345\*\* | 445\* | 4395**

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 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.

## Managing Volunteers 1 day

**£345\*\* | £445\* | £495**

In the current climate, when funding is tight, having a team of volunteers to call on is more important than ever. Our volunteer management training course will 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. This one-day course will cover the essential management principles you need to ensure you give and get the best from your volunteers.

## Event management: an introduction 1 day

**£345\*\* | £445\* | £495**

Whether it is a national conference, a training workshop, a public meeting, or a local fundraiser, events are the public face of your organisation. This introduction to event management course offers a practical guide, and you will leave with a toolkit that will help you organise future activities with confidence and flair. You will explore the planning process, going step by step through the different elements.

## Event management: intermediate 1 day

**£345\*\* | £445\* | £495**

This course is a hands on, high content workshop designed to give you all the tools you need to run successful events - on time, on budget, every time. You will get clear, logical, easy to follow advice covering pre-event market research, event design, venue evaluation and selection, event programming, promotion and delivery. The aim is to give you the skills and confidence to plan and direct your own high quality events.

# Management courses

## Appraisal skills 1 day

**£345\*\* | £445\* | £495**

This one-day training workshop is part of our management training portfolio, focusing on performance management. It will give you a sound overview of the appraisal process as well as helping you make the most of the appraisals for your own team. We look at the principles of appraisals and what constitutes 'best practice' in an appraisal scheme; reviewing the appraisal interview itself, looking at how to make the most of this important conversation.

## Interview skills for managers 1 day

**£345\*\* | £445\* | £495**

Hiring the right staff is one of the most important management and HR skills, and it is critical to get it right. This course is designed for those who either want to improve their interviewing skills or who are just now starting a recruitment role in the organisation. This practical and highly interactive one-day workshop will cover best practice interview techniques and will help participants learn the skills to choose the best candidate for every job they need to fill.

## Influencing skills 2 days

**£655\*\* | £825\* | £925**

Negotiating and influencing skills are indispensable in modern organisations. Command and control structures have given way to less hierarchical, cross-team and partnership working where you get things done by inspiring and persuading. Our two-day Influencing skills course will help you understand how influencing works, provide you with practical tips and techniques to become more influential and help you work on building an effective personal influencing style.

## The Executive PA: moving from secretary to executive PA role 2 days

**£450\*\* | £675\* | £775**

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 communications and organisational skills. This course will help you understand your role and learn what is expected from the role, finding solutions to common problems and sharing experiences.

## Finance skills for non financial managers 2 days

**£655\*\* | £825\* | £925**

A finance course that uses plain English to demystify financial accounts, providing you with a clear understanding of business finance. This course covers a range of tools and concepts to help you understand your organisation's finances and give you the confidence to make financial judgements and understand the financial implications of your business decisions. This is finance training at its best - clear, informative, practical and fun!

## Time management for Managers: work smarter, not harder 1 day

**£245\*\* | £355\* | £395**

This course shows managers how to take a positive approach to time management. It looks at skills and techniques required to make the most of every day, without feeling overwhelmed by work overload and the demands of your job, and your team. This course is ideal for busy managers who feel the demands of a heavy workload and want to free up time to achieve their top priorities.

## Effective office management 2 days

**£450\*\* | £675\* | £775**

Planning and co-ordinating the smooth and efficient execution of the workload, and building up and maintaining a motivated and professional workforce are some of the demands of the job of the office manager. This course will help you develop an assertive and organised approach to managing people and processes in your office, to facilitate harmonious and productive working. It includes key management skills and planning techniques to improve information flow and achieve objectives.

## Team leader skills: building and leading a high performance team 1 day

**£345\*\* | £445\* | £495**

This course gives new and aspiring team leaders the tools, techniques and models they need to be able to put together and lead an effective team that gets the work done. All aspects of team leadership are covered including recruitment, motivating and inspiring the team, the roles and responsibilities of the team leader, communication and the common challenges that team leaders will face.

## Learning Partnerships

We understand that planning, budgeting, scheduling and evaluating your organisation's learning activities can be difficult, that's why we have created our Learning Partnerships.

Our Learning Partnerships give you the opportunity to maximise your training budget by using it across all of the services we provide including but not limited to:



Our clients trust us with their training needs and see us as a learning partner, not just a training provider.

You can be reassured that our accountability doesn't end when the training day is over. We are there for the entire journey, and we're as keen to see the results of our efforts as you are.

We provide additional benefits alongside all of the training programmes we deliver and for every level of service. If you don't end up spending the whole budget within the year, we will carry it over to ensure that you can really make the most of it!

## What our clients say...

“ The Centre has proven to be not just a supplier, but a true partner. They take the time to listen and understand our business challenges and our people. Working with suppliers can often be very transactional, but our Learning Partnership with the Centre is more than a commercial arrangement. They are welcoming, warm and at great pains to make our working relationship as easy as possible.

- SS, Financial Services Compensation Scheme

## Our Learning Partnerships



Contact us now on [grouptraining@the-centre.co.uk](mailto:grouptraining@the-centre.co.uk) or call **0207 490 3030** to become a learning partner and get the most from your training budget!

# Management courses

## Neuro Linguistic Programming (NLP)

1 day

£245\*\* | £355\* | £395

Neuro Linguistic Programming (NLP) offers a set of psychological tools to develop yourself both professionally and personally. This course will introduce you to NLP, offering a mix of experiential activities, demonstrations, an introduction to key NLP models of change and an opportunity for discussion. You'll learn tools and processes that relate to goal-setting, personal values, relationships, behavioural flexibility, 'reframing' and emotional self-management.

## Creative thinking and innovation toolkit

1 day

£345\*\* | £445\* | £495

This course covers some basic theory and background, clarifying what the world of 'creative thinking' and 'innovation' looks like. It then looks at principles, practices and tools around creative thinking in particular. There will be opportunities to apply the tools and techniques and practice running creative thinking sessions and being a creative thinker yourself, giving you a toolkit to use in the future. Creative thinking is a course for anyone and everyone.

## Managing underperformance, absence and stress

1 day

£345\*\* | £445\* | £495

Our one-day performance management training course is ideal for line managers and those supporting them in dealing with difficult cases of poor employee performance. It recognises that in some situations the objective will be improvement, while others call for more effective management control. This course is for any manager, at any level who wants a clear legal framework and greater confidence in dealing with absence and poor performing staff.

## Human Resources: the essentials

1 day

£345\*\* | £445\* | £495

Suitable for managers who want a basic understanding of the key elements of people management. Aimed at non HR managers, this course will provide the knowledge and tools to ensure you consistently get things right with people and performance. Working with a qualified HR professional, you will learn about basic employment law and good practice, and have the opportunity, through case studies to deal with challenging people scenarios.

## Risk management

1 day

£345\*\* | £445\* | £495

Effective risk management is a foundation for managing your business, but there is much more to success than multi-coloured risk registers! Whether you are working at a strategic, programme, project or operational level, this course has been designed to share tools and techniques that will help you embed the processes of risk management in your day-to-day activities and decision-making. Allowing the sharing of ideas and experiences around risk, as well as management and leadership issues.

## Sales skills: enjoy successful selling

1 day

£345\*\* | £445\* | £495

Many sales professionals find their job highly stressful because they feel they have to 'hard sell' to customers and clients to achieve their targets. All too often they remain unconvinced that the sale is in the best interests of their customer and this has a negative impact on the approach, ironically making the sale harder to achieve! This course will look at sales from a positive angle and will provide a clear process to obtain great results.

## Introduction to leadership

1 day

£345\*\* | £445\* | £495

Providing you with a comprehensive introduction to leadership and to the skills and qualities associated with leading people and teams, this course is ideal for individuals who already have some experience in management or those that are starting on a management career and want to develop an understanding of where this might lead. This workshop will give you a good understanding of what it means to be a leader which will prepare you for the step from manager to leader.

## Strategy: from the vision to implementation

1 day

£345\*\* | £445\* | £495

Thinking and acting more strategically is important for everyone. Suitable for anyone facing a strategic challenge, this course will help you get started by giving you some 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.

## Management courses

### Training the trainer 2 days

**£655\*\* | £825\* | £925**

For anyone wishing to develop their training skills

Whether training is a big part of your role, or just a small aspect of your job, our two-day Training the trainer course will help you design and deliver effective training programmes. You will gain confidence in how to present information effectively with variety and flair and acquire the skills to deal with the dynamics of group learning.

### Induction: creating an effective induction programme 1 day

**£345\*\* | £445\* | £495**

Recruitment costs are high and we put a lot of time and effort in recruiting good staff. A good induction programme can make a big difference to how quickly and easily new staff settle into an organisation and become effective performers.

This induction training course will help you gain a better understanding of the importance of good induction and how organisations can go about getting it right.

### Developing your personal brand 1 day

**£245\*\* | £355\* | £395**

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.

### Managing change 1 day

**£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.

## Writing courses

### Report writing skills 1 day

**£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.

### Minutes: taking and writing effective minutes 1 day

**£245\*\* | £355\* | £395**

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.

### Persuasive copywriting 1 day

**£245\*\* | £355\* | £395**

If you are writing on behalf of your organisation, it's because you want your audience to think something, feel something or do something. Learn skills and gain the confidence to write exceptional corporate copy that has the impact you need. This practical course will focus on your needs and the needs of your origination, directly addressing the obstacles of effective writing and how to overcome them.

### Proofreading 1 day

**£245\*\* | £355\* | £395**

Good proofreading makes a valuable contribution to the clarity of your organisation's written material. It is a tough discipline, but with the right approach anyone can become a competent proofreader by learning how to identify and correct writing mistakes. This proofreading course will give you lots of tips and leave you with a clear understanding of how to proofread, with proofreading skills to put into practice straight away.

# Writing courses

## Writing speeches: keynotes, presentations and special occasion addresses

1 day

£245\*\* | £355\* | £395

With a little coaching and prep, 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. Learn simple skills to help you to write for the ear, not the eye. Acquire user-friendly techniques for researching and composing speeches to engage, inform, entertain and motivate listeners.

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

1 day

£345\*\* | £445\* | £495

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 course will give you the ability to write compelling content that gets you results.

## Writing skills: the essentials

1 day

£245\*\* | £355\* | £395

If you are unsure about the basic rules of writing, or missed out on them altogether at school, this one-day writing course is for you. It will clear up all those questions, plus any others you may have about grammar and punctuation. It will show you a few simple techniques that will make your documents both easier to write and better to read. And it will increase your confidence in your own ability to write clearly, correctly and effectively.

## Grammar and punctuation at work

1 day

£245\*\* | £355\* | £395

Can you put a comma before 'and'? What exactly are verbs? And what's the difference between a hyphen and a dash? If you missed out on grammar and punctuation at school, or have forgotten what you once learned, this invaluable refresher course will quickly put you back on track. You will find out why grammar matters and which bits matter most; how to avoid getting things wrong; and when and how to punctuate for clarity and meaning.

## Write for success

1 day

£245\*\* | £355\* | £395

Good writing pays; not just for the individual, but also for the organisation. This advanced writing skills course will help you identify your own strengths as a writer and breathe new life into corporate prose. You will find out how to engage your readers and keep them interested, explain your business to diverse audiences and make all your documents stand out. This advanced writing course is for anyone who wants to take their writing, and perhaps their career, to a higher level.

## Business writing skills

2 days

£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. This course will cover grammar, punctuation and spelling, planning, structuring and editing your letters, emails and other documents.

## Writing better letters and emails

1 day

£245\*\* | £355\* | £395

If you'd like to cut down the time you spend composing letters and emails, or want to write more fluently and waffle less, or wish your emails got better results, then this course is for you. You will learn how to connect with the reader, be clear and concise, get your point across, write action-oriented emails, and adapt your style for formal and informal communications. For anyone who would like to make more impact with their letters and emails.

## Professional writing skills for non-native English speakers

1 day

£245\*\* | £355\* | £395

If English isn't your first language, business writing can be a big challenge. You may be extremely good at grammar and spelling, but not quite so sure how to word an email or construct an effective letter. This customised course will help you to express yourself clearly and appropriately in written English, including tips on building your skills and confidence.

## Staff development programmes with the Centre

The Centre have a 23 year history of supporting and developing staff, managers and leaders within organisations through our interactive, innovative and adaptable organisation wide development programmes.

Whether you have 20 new recruits in need of induction training, 200 managers ready for the next step or Directors requiring a complete shift in culture within your organisation, we can design and deliver an effective, practical and results driven training programme that is tailored to the specific needs of the organisation, and the individual learners.



### Discovery

•During this phase we get a solid understanding of your challenges, priorities and culture.



### Design

•The Discovery phase informs our design work to ensure we create engaging, challenging and 'real-to-work' case studies.



### Delivery

•Starting with a pilot cohort we will deliver the bespoke workshops at your organisation. We can deliver training all over the UK, and internationally!



### Impact

•We will revisit the measures agreed during the Discovery discussions and give ongoing updates from learners, their managers and agreed HR metrics.

### What will your programme look like?

Well, that all depends on what you need! We're able to build your training programme completely from scratch. Our development programmes include:

- Standard and tailor-made courses
- Action learning sets
- Homework and learning assignments
- ILM accreditation
- CPD hours
- Psychometrics or personality tests
- Organisational improvement projects
- Co-facilitation
- Mediation
- Coaching and mentoring opportunities

We endorse a four phase approach to programme management and we've found this methodology ensures that the organisations we support get a relevant, real-to-work and impactful training programme.

**99%** of delegates would recommend our training courses

# Personal effectiveness

## Increasing performance with positive psychology

1 day

£245\*\* | £355\* | £395

A scientifically based approach to increasing individual and team performance with positive psychology. The session provides the opportunity to examine and practice the processes, tools and highly effective techniques for increasing performance and achieving success. You will learn and practice an essential toolkit of positive psychology techniques that have been scientifically proven to increase performance, maintain motivation and achieve success.

## Personal effectiveness: be more confident at work

2 days

£450\*\* | £675\* | £775

Ever wish you had more confidence when you're at work? This course will help you find that confidence in a range of situations - speaking up at meetings, giving presentations, attending networking events, asking for a rise or more holidays or just generally feeling more confident within a group. A lack of confidence can be a real barrier to success at work. This course will give you some practical tips and tools that you can take away and start to use straight away.

## Mindfulness at work

1 day

£245\*\* | £355\* | £395

For anyone new to mindfulness who wants to understand the neuroscience behind the practice. Mindfulness has been shown, by a growing number of studies, to have beneficial effects on health, productivity and team dynamics. The techniques on this course can provide you with personal strategies to reduce stress, regain balance and improve your focus in everyday life. Want to understand this practice more? Then this course is for you.

## Assertiveness skills: a practical approach

1 day

£245\*\* | £355\* | £395

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 do not need any previous knowledge of this subject to attend this course.

## Time management for administrators: managing time and workload

1 day

£245\*\* | £355\* | £395

This course looks at what time management means and explores the key tools for managing our time. Participants are encouraged to keep a diary for a short period before the course and we will use this to analyse strengths and weaknesses. There are a range of practical tips, tools and techniques to help you prioritise and use your time effectively as well as managing your paperwork and workstation.

## Speed reading

1 day

£345\*\* | £445\* | £495

Do you often lose your concentration and forget much of what you have read? By attending this course in Speed reading, you will at least double your reading pace, sometimes even more, and retain more, not less, as your brain works better at faster reading speeds. Most people are likely to see an improvement of going from reading approximately 230 words per minute, to reading 500-700 words per minute by the end of the course and retain between 20-30% more.

## Self-awareness at work

1 day

£245\*\* | £355\* | £395

Being self-aware in the workplace is vital if you want to develop your own skills and those you work alongside. 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 course will also examine how you handle conflict and give and receive feedback.

## Building personal resilience and beating stress

1 day

£245\*\* | £355\* | £395

In these busy times, we all need to stay focussed, in a positive frame of mind, and highly productive to maintain an 'edge' over our competitors. Good health, work life balance, and wellbeing are key to achieving this. Recognise the symptoms of stress and the effects of stress on the body and mind, Identify your personal stressors and what you can do to maintain a healthy and happy lifestyle.

# Communication courses

## PR strategies that work 1 day

**£295\*\* | £395\* | £445**

Successful public relations starts with a strategic approach, whether you are promoting an organisation, an initiative, a service, an issue or a product. If you have the responsibility for developing your organisation's PR strategy, this is the course for you! This practical course will help you plan and implement successful PR strategies so you get the most from your budget. This course is for anyone who has responsibility for organisation communication.

## Effective feedback and conversations 1 day

**£345\*\* | £445\* | £495**

There's an increasing need to have effective, and sometimes challenging, conversations with colleagues, members and stakeholders. This course will focus on each group's unique challenges whether that's disagreeing with a senior colleague, motivating a high-performer or explaining a change initiative. The focus of the day will be sharing best practice and toolkits to give the managers the skills and confidence to have these critical conversations.

## Communication in the workplace 1 day

**£295\*\* | £395\* | £445**

Whether it's writing an e-mail that will get read, making a difficult telephone call or getting your point across in a meeting or presentation, good communication skills are even more essential in today's organisation, where time is money that none of us can afford to waste. This course will help you communicate more efficiently and effectively; for anyone whose wants to improve their written and face to face business communication skills.

## Radio and television interviews 1 day

**£295\*\* | £395\* | £445**

How you present yourself in radio and television interviews has a direct impact on audience opinion of your organisation as a whole. This media relations training course will help you develop the skills you need to make sure you say what you need to and leave a memorable and positive impression. The course is suitable for anyone whose work involves talking to journalists, or undertaking TV and radio interviews.

## Customer care and telephone skills 1 day

**£245\*\* | £355\* | £395**

Good customer care depends on staff acting with professionalism and self-confidence. This course will help new staff to practice good customer care and is an enjoyable refresher for more experienced front line staff. The course is suitable for anyone who comes into contact with customers; either on the telephone or in person. It is of equal benefit to people new to customer care, and to those with more experience wishing to improve their skills.

## Confident and effective presentations 1 day

**£295\*\* | £395\* | £445**

Giving a presentation can be a scary prospect, but it is possible to learn how to present well, and enjoy it! 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 practise and get valuable feedback. This course will help you develop presentation skills and confidence in a safe, learning setting.

## Networking and representing your organisation 1 day

**£295\*\* | £395\* | £445**

How you perform as a representative reflects on your organisation, as well as on you. If the values of your organisation are embodied in the way you present yourself, other people gain a clearer understanding of your corporate attitudes and concerns. This course gives you practical insight into how to achieve this synergy, so that you leave a positive and lasting impression on new work contacts.

## Listening skills 1 day

**£295\*\* | £395\* | £445**

This workshop focuses on a key but often ignored communication skill: focused listening. If you consider the four basic communication skills - listening, speaking, reading and writing, it is interesting to note that listening is the first learned, the most used and the least taught whereas writing is the last learned, least used and the most taught. With that in mind, reflect on your years in education - from primary school through university.

# APPRENTICESHIPS

The Centre (ITEC Training) currently offer **five** Apprenticeship standard programmes which can be delivered in-house at your organisation, or at our training venue as part of our Individual Programme. You can find a selection of modules below.

## Team Leader/Supervisor Level 3

- Self-awareness and Developing Emotional Intelligence
- Management Essentials
- Introduction to Leadership
- HR Skills
- Equality, Diversity and Inclusion
- Communication in the workplace
- Budgeting and Finance skills for non-financial managers
- Strategy: from vision to implementation

## Operations/Departmental Manager Level 5

- Self-awareness and Developing Emotional Intelligence
- Strategy and Business Planning
- Managing change
- Project and Risk Management
- Coaching and Mentoring
- Talent Management and succession planning
- Handling difficult people and situations
- Collaborative working and Stakeholder Management

## Learning and Development Level 3

- Facilitation skills
- Coaching skills
- Equality, Diversity and Inclusion
- Training the trainer
- The L&D Administrator
- Effective feedback and conversations
- Becoming an effective consultant
- Effective Communication
- Managing change

## Business Administrator Level 3

- Effective Office Management
- Essential skills for administrators
- GDPR and Data Management
- Business and Report writing skills
- Business planning and Continuous Improvement
- Introduction to Project Management
- Problem solving and making effective decisions

## Customer Service specialist Level 3

- 'My Organisation and Others'
- Customer and Business Insights
- The Customer Journey
- Problem solving and making effective decisions
- Continuous improvement strategies for Customer Experience
- Customer Care Excellence
- Resolving conflict with the customer
- Equality, Diversity and Inclusion and Unconscious Bias



Coaching and mentoring



Tailored learning consultancy



Experiential learning



Group-training days at your organisation



Webinars and E-learning



Individual Courses



Psychometric assessments



Contact [apprenticeships@the-centre.co.uk](mailto:apprenticeships@the-centre.co.uk) or call **0207 490 3030** for more information

# APPRENTICESHIPS

the-centre  
building skills  
and confidence

Activity/Delivery	Training Programme	Apprenticeship Programme
Joining Criteria selection process with line manager, learner and organisation	✗	✓
Commitment to learning agreement signed by learner and manager	✗	✓
L&D team can influence the shape and content of the programme	✓	✓
30% off travel in London	✗	✓
Apprentice NUS Card	✗	✓
Level 3 and 5 eligibility mapping for each learner	✗	✓
Pre-programme survey	✓	✓
Face-to-face training modules	✓	✓
Evidence portfolio built up over the programme	✗	✓
Minimum length of 13 months	✗	✓
Psychometric for every learner	✗	✓
Coaching on behaviours	✗	✓
Training delivered by subject specialist facilitators	✓	✓
Cohorts of at least 15 learners	✓	✓
Pass and Fail criteria	✗	✓
End Point Assessment (EPA) including presentation and portfolio review	✗	✓
Access to year-long call back service	✓	✓

## Do you access your Apprenticeship Levy?

If you are an employer with an employee pay-roll of £3m or more, you are already contributing towards an apprenticeship levy. Access yours by enrolling your teams on an apprenticeships at levels 2 to 5, in one of our courses i.e. Management and Customer Services

## How does an apprenticeship vary from our traditional training?

Both involve modules, delivered face-to-face by our specialist facilitators, with learners progressing through a series of workshops. However, to access your apprenticeship levy, there are additional steps that are built into the programme, this is to ensure quality and consistency in the way apprenticeships are delivered in the UK.



Contact [apprenticeships@the-centre.co.uk](mailto:apprenticeships@the-centre.co.uk) or call [0207 490 3030](tel:02074903030) for more information

## Equality, diversity & inclusion

### Gender equality 1 day

£345\*\* | £445\* | £495

Tackling gender inequality remains one of the most persistent challenges facing organisations in the 21st century. Gender equality is vital for a mature, fair and effective workplace yet is often misunderstood and not properly prioritised. If gender equality is to be truly championed within an organisation everyone, from the most senior leaders to entry-level staff, need to understand the challenges, barriers, impact of their own behaviours and attitudes and; most importantly of all, what they can do.

### Equality, diversity and inclusion 1 day

£345\*\* | £445\* | £495

Equality, diversity and inclusion are everyone's business. But the concepts can seem complex and even divisive. The terminology can be confusing and it can be hard to tell what it is or is not acceptable to do or say. You may want to do the right thing but be frightened of getting it wrong. This course demystifies the Law and it's practical focus provides a common-sense understanding of how equality and diversity apply in everyday working life.

## Administration

### Receptionist training: becoming an exceptional receptionist 1 day

£245\*\* | £355\* | £395

As a receptionist you are the public face and voice of your organisation, so the impression you give is the image that counts. Good communication skills are essential and this course looks at how to develop your professionalism and excel at your role. Effective customer care is now the main thing that decides between successful organisations and those that struggle with their image.

### Essential skills for administrators 1 day

£245\*\* | £355\* | £395

In any organisation, the administration team has the biggest variety of responsibilities. It has to be constantly flexible and responsive to the needs of management. The administration team is the face of the organisation as they can be the first point of contact for clients. Though the clerical and office skills of the team are often overlooked, the best admin assistants can make themselves stand out by being proactive and efficient.

## 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 organisa-

## 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 upon receipt of 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 made four weeks before your training date, we will refund the full fee.

For cancellations made more than seven days, but less than four weeks before your training date, we will refund half of the fee.

For cancellations made 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 T&Cs.

## The Centre mailings

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



# book

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

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020 7490 3030