

# training programme



**New look  
and new  
courses!**

**early summer**  
2018

**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

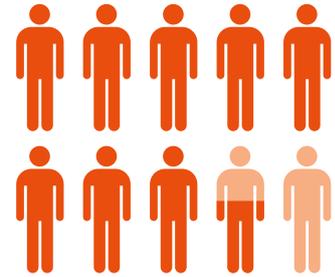
If you have any questions, or need any help finding the perfect course for you, feel free to contact us.

**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)

21 years  
of performance  
enhancing  
training



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

top seller

2 ½ days 4-5 June  
follow-up 20 July 1.30pm-4.30pm  
£655\*\* | £825\* | £925

### For those embarking on their first management role

This two-and-a-half day course has been specifically designed for people who are stepping onto the first rung of the management ladder. It will increase your understanding of the manager's role and will help you gain confidence, 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 trainer was knowledgeable and had a nice flow in delivering the materials. The content was good and appropriate for the topic and length of course." ML, Divine Chocolate

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

2 ½ days 29-30 May follow-up 20 July  
10am-12.30pm  
£655\*\* | £825\* | £925

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

Often managers are in a post for some years without having any management training. 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
- introduction to motivational thinking
- different thinking and operation styles
- managing difficult situations
- managing staff in times of stress and change

"The best training I have had in a long time! I felt very relaxed throughout and really enjoyed the experience. All of my objectives were met and I feel much more confident." SM, Worthing Homes

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

2 ½ days 14-15 May follow-up 25 June  
1.30pm-4.30pm  
£655\*\* | £825\* | £925

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

If you are a new or aspiring senior manager or chief executive, this programme will help you step up to leading your department or organisation. This two day course is ideal for those with at least three years' experience. You will cover:

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

"Excellent - I would highly recommend this course. The trainer was a great facilitator - very engaging and highly diplomatic in keeping the group on track." HL, Good Energy

## 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 endorsed course is £155 + VAT on top of your usual course fee.

# Change: leading teams through transition

Organisational life is characterised by change, and it is generally accepted that if an organisation is to prosper then change is inevitable. Change may be continuous and incremental, or more revolutionary (and of course, all shades in between).

By **Dr Michael Cassop Thompson**

Primarily, the reason for change is to gain organisational benefits which help sustain and develop the organisation in being capable of meeting its current, and future, aims and objectives.

Whilst change is commonly viewed as essential, it can often become a disorientating process for all levels of staff within the organisation. If well managed, leaders can expect some great benefits, including: increased employee motivation, application of creative solutions to challenges encountered, more effective team working, improved efficiency, more effective outcomes and increased profitability.

## Two key overarching issues

In order to ensure change is successfully embedded within organisational practices, the development of effective leaders and managers of change is essential. There are two overarching notions which help when viewing change:

The physical nature of change: This includes strategies and action plans detailing the physical actions required to facilitate the change. Usually, organisations have an understanding of what

needs to be addressed to achieve this aspect of transformation.

The psychological nature of change: Organisations, other than having an awareness of resistance to change, are usually lacking in what is required to facilitate and support the psychological changes needed for all levels of staff to adapt to change. Put simply, you cannot exhort, command or coerce people to psychologically embrace and commit to change; you need to be able to lead, manage and support teams appropriately - in what are termed the softer aspects of change - if successful change is to be realised though the commitment of the workforce. When addressed effectively staff may even welcome change and the opportunities it provides - even when difficult transitions have to be addressed (for example, loss of jobs and/or status).

## Equipping the organisation for transition

Organisations need to help develop leaders and managers capabilities in order to assist them in supporting teams to glean all the benefits of organisational change. This means developing knowledge, understanding, and implementation

practices which can help achieve change. Specifically, this would not only address physical aspects of change, but also help leaders and managers be prepared to address the psychological transitions needed to help their teams, and themselves, successfully navigate the change process.

There are many psychological issues to take into consideration, including the identification of the stages people move through when faced with change transitions (via the use of models such as the Change Curve and Bridges Transition Model). Leaders should also think about the development of mind-sets that can enable colleagues to embrace change, as well as the building of emotional intelligence and resilience required for leading and managing transitions. Another key area to focus on is the development of team spirit and communication strategies and techniques to provide credible messages that engage, invigorate, enthuse and promote action from the team members.

Once your leaders have addressed these factors, change and transition will be much more successful and easier to manage.

If your organisation is going through change contact our **Group training team** and discover more about our **Transition management training options**.

## Budgeting for non financial managers

1 day 16 May

£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
- investigating differences within the budget
- presenting your budget: what you need to be able to tell others

"It has been extremely worthwhile. I've gained an overall understanding of the function of accounts and how to use them to improve the business." CD, Premier Care Homes

## Introduction to leadership

NEW

1 day 17 May

£345\*\* | £445\* | £495

For anyone starting out in a leadership or management position and are interested in getting to grips with the leadership component of their work

Understanding the skills, qualities, and characteristics of a leader is vital if you're looking to take the next steps in your management career. This course gives a clear idea of the leadership component of your role and what this means for you in practice. You will also gain additional insight into your strengths in leadership and areas for development. You will cover:

- the place, importance and purpose of leadership in 21st century organisations
- management v leadership: What's the difference?
- frontline and grassroots leadership
- leadership: the key characteristics
- styles of leadership and your response to these
- the leader as communicator
- leading teams: the core issues

*The 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.*

## CPD Handling difficult people and situations: essential tools

1 day 21 May £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

"Good pace and really interesting topics. The activities made it relevant to me and allowed me to start thinking about the situation and how to handle it." JL, Water Aid

## Supervision skills: managing people and teams

2 days 22-23 May

£655\*\* | £825\* | £925

For anyone with line management responsibilities

Performance management is perhaps one of the biggest concerns of managers – it is a key responsibility for anyone who has a line management role. With the right approach, supervision can make a crucial and positive contribution to the attitudes of everyone at work. The course aims to help you understand your role as a supervisor, gives you some helpful guidelines, and shows you how to apply a range of skills in this work. You will cover:

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

"A very good course! I learnt so much as was able to ask questions as and when I needed to." JD, Romford YMCA

## **CPD** Event management: an introduction

1 day 22 May

£345\*\* | £445\* | £495



**For administrators and coordinators new to event management**

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 course offers a practical guide to event management for those who have little or no previous experience.

You will leave with a toolkit that will help you organise future activities with confidence and flair. There will be group discussion and exercises giving practical solutions to organising and managing events. You will cover:

- event types and audience need
- timeline and budgeting
- risk assessment and health and safety
- checklists for organising the detail – delegate bookings, meeting special needs, insurance, licences and catering

"A very interesting course which has given me much more insight into the demands of event management." **NW, Next Steps South West**

## Finance skills for non financial managers

2 days 23-24 May

£655\*\* | £825\* | £925

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

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

- income and expenditure accounts
- balance sheets and how to read them
- building a reliable budget and managing your budget throughout the year
- cashflow statements and what they tell you
- costing a project or product
- terminology associated with income and expenditure accounting
- using the concepts of break-even pricing
- evaluating opportunity costs

"The course was very good, I liked how we could ask for specifics (for example to spend more or less time on topics). The Centre is very well catered for!" **AK, Stonewater**

## Recruitment and selection: finding the right person for the job

1 day 25 May

£345\*\* | £445\* | £495

**For anyone responsible for recruiting staff, including assessing talent and conducting interviews**

This course will help you develop the skills and confidence you need to recruit the right person for the job and build a diverse and competent workforce for your organisation. You will learn practical methods to recruit in a timely and professional manner. The session will include a variety of exercises, and participants will receive a comprehensive pack to take away with them, including a selection of template documents. Over the day you will cover:

- planning for recruitment
- information for candidates – the recruitment pack
- how to avoid 'dumping' (but still get the mundane stuff done)
- shortlisting methods
- contract
- induction

"I feel much more knowledgeable about the whole process. I have learnt about many aspects and will be referring back to the training booklet to keep learning." **CW, Babraham Institute**

## Women in management and leadership

1 day 7 June

£345\*\* | £445\* | £495

**For women managers, leaders, supervisors or executives**

This fast-paced and highly interactive workshop will address many of the issues women face as they progress in their careers. The programme is led by international trainer and communications expert Susan Croft, a leading advocate in women's workplace issues. This powerful and dynamic course focuses on communications, career planning, work/life balance, and management and leadership development for mid to senior level women managers. You will cover:

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

"The course was completely in line with my objectives as it focused on the skills of successful women different leadership styles. In addition I got to learn about challenges other women face!" **IM, Milvik**

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

1 day 11 June

£345\*\* | £445\* | £495



For anyone who wants to enhance their team's performance

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

- building the perfect team
- leading the team in the early stages
- managing yourself as team leader
- directing your team's work
- inspiring and motivating your team
- barriers to communication and how to overcome them
- common challenges for team leaders

"The overall experience was brilliant! I found the course very informative and it has given me a lot to think about in my role."  
JF, Museum of London

## **CPD** Training the trainer

2 days 12-13 June

£655\*\* | £825\* | £925



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

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

- understanding learning styles
- planning and delivering a training programme
- establishing aims and objectives for training
- training techniques, including icebreakers, blue-sky training, case studies and buzz groups
- e-learning and blended learning – creating effective content
- facilitation skills, including your personal presentation skills and handling difficult situations

"The 2 days were definitely well spent! The trainer was enthusiastic and kept the session flowing throughout."  
LC, Imperial War Museum

## **CPD** Project management

2 days 18-19 June

£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 two day course enables you to draw up terms of reference, define critical success factors, produce a realistic budget, develop an effective project team and evaluate success. You will cover:

- defining different kinds of projects
- defining terms of reference and aims and objectives
- planning, timescales and deadlines
- drawing up budgets and working with the project team
- risk management
- working effectively with your project team
- working with stakeholders and champions
- monitoring and evaluation

"The trainer was excellent - very approachable and engaging. I really enjoyed this two day course and the staff at the Centre were so accommodating." RK, Royal College of Art

## Strategy: from vision to implementation

1 day 19 June

£345\*\* | £445\* | £495

For managers looking for an introduction to strategy and an all-round overview of the topic

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

- the importance of vision and what needs to be achieved
- the role of strategy in driving performance and effectiveness
- a process including the use of strategic review tools
- clarity of responsibility and accountability
- the role of monitoring and evaluating performance

"I genuinely thought this was one of the best courses I've ever been on. An excellent trainer who engaged the group brilliantly. Great facilities and I loved the ice cream!" JC, Financial Services Compensation Scheme

## Effective mentoring

1 day 20 June

£345\*\* | £445\* | £495

For those new to mentoring as well as more experienced mentors

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

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

"The course met my expectations very well, I really enjoyed it and it's clear that all participants enjoyed the course too." **EB, Newmedica**

## Event management: intermediate

1 day 20 June

£345\*\* | £445\* | £495

For event managers who want to learn new approaches to managing events

This one day 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. You will get a reference material, top tips, planning aids and access to our unique 8-stage event planning process. You will cover:

- the real world of event planning
- 8 point event expert planning process
- pre-event market research techniques and audience profiling
- creating and designing an event that excites
- setting venue criteria and preparing site plans
- promotional plans
- delivering your event
- evaluation

"I really appreciated the relaxed atmosphere of the course. The course was informative but also an interesting learning experience."  
**AH, Association of Commonwealth Universities**

# group

# training

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

If you have **four or more delegates** that require training, our group training may save you time and money.



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

## **CPD** Minutes: taking and writing effective minutes

1 day 24 May

£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 even though effective minute-taking is vital in the efficiency of an organisation and team. 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

"I found the course very useful and the trainer was really helpful in identifying what is really needed in minute taking. There were lots of very useful tips." SP, The Children's Investment Fund Foundation

## Essential skills for administrators

1 day 6 June

£245\*\* | £355\* | £395



For administrators, secretaries and receptionists

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

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

"I came to learn new skills to hear other people's opinions and I feel the course allowed me to do that. It was a great course, a lot of interaction. The trainer was great." LM, Medical School Council

## Customer care and telephone skills

1 day 14 June

£245\*\* | £355\* | £395

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

Everyone in an organisation is responsible for customer care. Good customer care depends on staff acting with professionalism and self-confidence, and can improve job satisfaction. This course will help improve your skills in listening to clients, users, supporters and colleagues and understanding their needs so that you can provide what they really want, where and when they want it. You will cover:

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

"Excellent! The course was really useful and informative, the trainer was really good at communicating with the group and I felt my interest levels were kept high.!" GW, STEM Learning

# 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 information 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)



## Social media and online communications

1 day 29 May

£295\*\* | £395\* | £445

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

Social media and online communications need to be integrated into an organisation's PR strategy if it is going to communicate effectively. This non-technical course removes the jargon and introduces learners to the opportunities that social media provides. By the end of the day, learners will be able to reach their audiences in new and cost effective ways. The course will cover:

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

"This course made me think outside the box and looked at the different types of social media we can use. The trainer was very experienced and was able to offer a lot of hints and tips for using social media." **JL, The Lesbian and Gay Foundation**

## CPD Confident and effective presentations

1 day 1 June

£295\*\* | £395\* | £445

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

Giving a presentation can be a scary prospect, but 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 from our experienced trainer. You will cover:

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

"I am now a lot more knowledgeable on creating presentations and feel more confident within myself." **TS, Connect Plus**

## Effective feedback and conversations

1 day 6 June

£295\*\* | £395\* | £445

For managers who need to deal with challenging attitudes, behaviours and situations

Whether you disagree with a senior colleague, need to motivate a challenging high-performer or are explaining a change initiative, this course will give you a communications toolkit which can be used to plan, deliver and follow-up from challenging conversations. You'll better understand your own emotional reactions to giving and receiving difficult feedback and will understand how resilience can be built up over time. Over the day you will cover:

- bringing out the best in people at their worst
- getting the desired outcome from a difficult conversation
- effective listening skills to resolve problems
- how to identify different types of behaviour
- adapting styles of communication to different situations
- persuasion and influence

"Excellent training course that was very well facilitated. I found the course very interesting and relevant to my role and it has given me more confidence to take forward in my management of staff." **MC, Electoral Commission**

## Radio and television interviews

1 day 15 June

£295\*\* | £395\* | £445

For anyone who talks to journalists or is interviewed on TV and radio

How you present yourself in radio and television interviews has a direct impact on audience opinion of your organisation as a whole. This practical course, run by experienced journalists, helps you to develop the confidence and ability to say what you need and create a positive impression. You will cover:

- understanding the media agenda
- how to prepare for an interview
- understanding your audience
- identifying what you want to achieve
- developing your message
- anticipating and dealing with questions
- staying in control of the interview, getting your message across
- techniques to focus and use your adrenalin positively
- handling a 'bad news' interview

"This course was an excellent short introduction to interview skills, and we had an experienced and friendly trainer." NH, Youngminds

## Introduction to counselling skills in the workplace NEW

1 day 18 June

£245\*\* | £355\* | £395

For those wishing to develop an understanding of counselling skills

In organisations we often encounter a range of complex and sensitive conversations with our team members and colleagues. This one-day course has been specifically developed to give individuals the skills and confidence to support people in the workplace. This course won't teach you to be a counsellor but it will provide you with a practical toolkit which you can use in a range of contexts. It is a particularly useful for team leaders or managers who may, as part of their role, need to develop and support junior colleagues. You will cover:

- types of counselling and their underpinning philosophies
- what are counselling skills?
- the core conditions and person centred theory
- establishing a helping relationship
- active listening skills such as a paraphrasing and questioning
- the importance of boundaries
- understanding the limitations of a helper and how to refer for other support

# all courses

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

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

Why not come in early and enjoy **breakfast and a cup of tea or coffee?** We also have loads of **snacks and magazines!**

"The Centre is an excellent venue! The staff are very friendly and the food and refreshments were wonderful. I highly recommend it."

**DT, Kings College London**

# Counselling in the workplace – what is it and how can you help?

Traditionally, work and counselling haven't gone hand in hand; but with more and more people speaking out about mental health and stress related issues, managers and leaders need to be able to help their staff.

Counselling can mean different things to different people, but generally it consists of a series of formal sessions (typically 6-12) where the client and counsellor talk about the issues the client is facing. The sessions are usually based on the principle of empowerment, help people clarify and address their problems, and are carried out by trained people. It isn't just about having a friendly chat and getting some advice, it's a process which leads the client to a greater level of understanding and to find solutions to their own problems.

Learning about counselling skills, and putting them into practice in the workplace, could make a huge difference to your staff. We all frequently encounter a range of complex and sensitive conversations at work, but often we're unsure on how to deal with them and where the boundaries lie.

No one is expecting you to become a fully qualified counsellor, instead focus on becoming a helper – someone who is able to help those in need. Whether a team member is struggling with their mental health, has problems at home, or

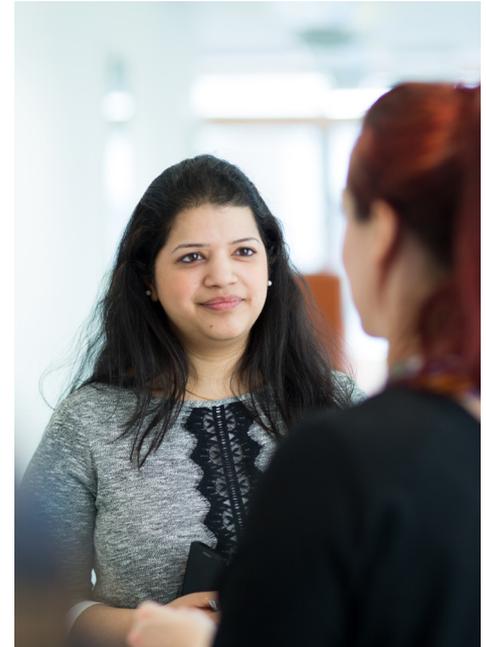
is feeling stressed, a basic toolset can give you everything you need to make a difference.

In order to help your colleagues you need to know what you're doing. There are many tips and tools, but here are a few to get you started.

**Develop self-awareness:** Having self-awareness means that you are aware of your personality; including your strengths, weaknesses, beliefs, thoughts, emotions, and motivations. Being self-aware also allows you to understand other people better, and how they perceive you.

**Be aware of boundaries:** Setting clear boundaries is beneficial for everyone as they protect you and your colleague. It's up to you to maintain them, but you must also be clear from the start on things such as confidentiality, time, and physical-contact.

**Listen:** Your colleague is having difficulty, and it's up to you to actively listen and keep the focus on them. Try techniques such as empathic reflection and open questions to show that you're engaged and listening.



If you'd like to learn more about counselling in the workplace, take a look at our new course, **Introduction to counselling skills**, on page 12

## Developing a growth mindset for success

**NEW**

1 day 14 May

£245\*\* | £355\* | £395

This training course is for anyone who wants to radically transform the way they think, feel, and act

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. The course will cover:

- why intelligence and talent don't guarantee success
- understand the difference between a growth mindset and a fixed mindset
- test your current mindset and learn how to develop and maintain a growth mindset
- understand how we develop mindsets
- appreciate what current research can tell us about the link between mindset and success
- take away a toolkit of practical tips for developing a growth mindset

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

1 day 16 May

£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 calls and email
- your energy cycle – managing stress and burn out
- different time management techniques to develop your personal plan

"I would just like to stress how helpful I have found this training course. It has given me the tools to achieve more, and above all manage other people's expectations of my and my team's capabilities." **TH, British Library**

## CPD Time management for administrators: managing time and workload

1 day 15 June

£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:

- understanding and using the four time management tools
- 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 thought the course was really clear, well laid out and had a good mixture of tasks. I thought the trainer was very friendly clear and great at including people." **NM, The Royal Foundation**



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

1 day 17 May

£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

"It was a really interesting and focused course that covered everything I needed, I had a lot to take away. The training venue was lovely and I was well looked after." **RM, Building Engineering Services Association**



## Professional writing skills for non-native English speakers

1 day 21 May

£245\*\* | £355\* | £395

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

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

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

"I have been to other training courses before but this experience actually has been exceptional. I met my objectives, the course book was very helpful with the amazing support of the trainer." **GR, Smartology**

## CPD Report writing skills

1 day 1 June

£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. By the end of the day you'll be a much more confident report writer. 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

"It was an excellent course! I would definitely recommend it to anyone who is not feeling confident in report writing."

**JW, Mid Essex Hospital Trust**

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

1 day 12 June

£245\*\* | £355\* | £395

For anyone who prepares and delivers tenders

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

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

"This was a great course with an engaging trainer, and I feel that much of the content will put me in a good position to achieve my objectives." **LY, Picker Institute**

## 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 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 full terms and conditions.

## 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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