

training programme



Voucher
offer on
page 8

summer 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 for more information.

Contact us

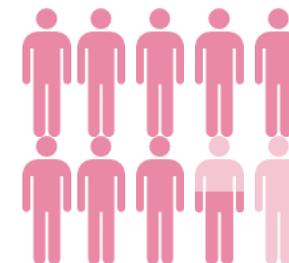
If you have any questions, or need any help finding the perfect course for you, feel free to contact us.

t 020 7490 3030

e info@the-centre.co.uk

w www.the-centre.co.uk

22 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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Management ladder

Moving into management: taking on your first management role

2 ½ days

23-24 May (f/u 3 July AM)

11-12 June (f/u 31 July PM)

3-4 July (f/u 31 July AM)

£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.

Moving up in management: extending your management skills

2 ½ days

18-19 July (f/u 2 Sept PM)

£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

Strategy: from the vision to implementation

1 day 14 June

£345** | £445* | £495

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.

Emotional intelligence in management and leadership

1 day 17 June

£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.

Recruitment and selection: finding the right person for the job

1 day 3 May

£345** | £445* | £495

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.

"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

Budgeting skills for non financial managers

1 day 17 August

£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.

"I thought it was great! I feel like I'm leaving here with what I wanted to achieve and the trainer was great very engaging. What I especially enjoyed is that we had plenty of time to ask questions." BB, Mother's union

Handling difficult people and situations: essential tools

1 day 7 August

£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.

Supervision skills

2 days 29-10 May

£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.

Management courses

Project management 2 days 14-15 May

£655 | £825* | £925**

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 16 May

£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 20 May

£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 28 May 10 July

£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 16 May 18 July

£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 17 May

£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.

Leading virtual and remote teams 1 day 21 May

£345 | £445* | £495**

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

Delegation skills 1 day 29 May 29 July

£345 | £445* | £495**

For managers of any level who want to learn how to delegate effectively and make the most of their staff's potential. Delegation is an essential part of management. Yet many managers fear to 'let go' of vital tasks, feeling that they run risks in delegating and that 'it's quicker to do it myself'. This course will give you the essential tools you need to delegate well.

Management courses

Training the trainer

2 days 3-4 June

£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.

Appraisal skills

1 day 5 June

£345** | £445* | £495

This one-day training workshop 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 start by looking at the principles of appraisal and what constitutes best practice in an appraisal scheme. In the afternoon, we go on to review the appraisal interview itself, looking at how to make the most of this important conversation, for you, for your team member and for your organisation.

Developing your personal brand

1 day 5 June

£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 10 June

£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 13 May
17 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.

Minutes: taking and writing effective minutes

1 day 29 May
6 June
2 July

£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 28 May
19 July

£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 organisation, directly addressing the obstacles of effective writing and how to overcome them.

Blogging: writing a blog that works hard for your organisation

1 day 26 July

£245** | £355* | £395

If you are writing a blog, or considering writing a blog on behalf of your organisation, there's a lot to think about before you start. This London based blog writing course guides you through the key strategic decisions you need to make for a well-planned, expertly written and efficiently evaluated blog. You will also cover the key writing skills that result in excellent blog posts, every time.

Writing courses

Writing speeches 1 day 10 May

£245 | £355* | £395**

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

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

1 day 31 May
8 July

£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.

Speedreading 1 day 18 June

£345 | £445* | £495**

This course in Speed reading would permanently double, perhaps even treble your reading speed and improve your retention. It is likely to save you two or more hours per day, and allow you to be better briefed and more informed. You retain more, as our brains work better at higher reading speeds. However, the course teaches how to read at the correct speed for what you are reading and why.

Business writing skills 2 days 15-16 July

£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.

Personal effectiveness

Mindfulness at work 1 day 1 May 31 July

£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 provided on this course can provide you with personal strategies to reduce stress, regain balance and improve your focus in everyday life.

Assertiveness skills: a practical approach 1 day 20 May 9 July

£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.

Self-awareness at work 1 day 26 June

£245 | £355* | £395**

For anybody who wants to understand emotional intelligence and how it can help them in the workplace. Being self-aware in the workplace is vital if you want to develop your own skills and the skills of those you work alongside. Starting with an introduction to emotional intelligence, this practical one-day course will also examine how you handle conflict and give and receive feedback.

Building personal resilience and beating stress 1 day 7 May

£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.

Fancy up to six days of complimentary training?

Take advantage of our learning vouchers by **30 April 2019** and receive up to six additional complimentary vouchers!

Purchase **6-14** vouchers get **one free**

Purchase **15-19** vouchers get **three free**

Purchase **20+** vouchers get **six free**



Book by
30 April!

One voucher is equal to payment for one day of individual training. A 2-day course will require 2 x vouchers.

T&C's apply. See www.the-centre.co.uk/courses/special_offers for more information.

Personal effectiveness

Time management for administrators: managing time and workload

1 day 13 May
1 July

£245** | £355* | £395

Are you juggling too many tasks, responding to too many managers and have no time to get organised? You will learn practical tips, tools and techniques for managing your time more efficiently whilst sharing experiences with others through open group discussions. Explore practical, real-life examples with suggested solutions.

Time management for managers: work smarter, not harder

1 day 30 May
14 Jun

£245** | £355* | £395

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. Highlights skills and techniques to improve your working day without feeling overwhelmed. There will be group discussions with examples to help you improve the way you work.

Proofreading

1 day 21 June

£245** | £355* | £395

For anyone who needs to improve the accuracy of written communications. Proficient proofreaders make a valuable contribution to their organisation's written material. This course explains several proofreading strategies and provides you with a comprehensive checklist. It will give you a clear understanding of how to proofread and what errors to look out for, which you will be able to put into immediate practice at work.

Personal effectiveness: be more confident at work

2 days 22-23 May
4-5 July

£450** | £675* | £775

This practical course will help you find confidence in a range of situations at work – speaking up in meetings, giving presentations, attending networking events, or just generally feeling more confident within a group. We will look at some of the general issues around assertiveness and apply these to specific tasks and workplace situations.

Equality, diversity & inclusion

Working effectively across cultures

1 day 14 May

£245** | £355* | £395

You will gain an understanding of what culture is and how individual styles and preference can impact the engagement and performance of others. You will be given a practical toolkit and resources to help you successfully manage challenges and build a high-performing, multicultural team. You will gain confidence in leading your team, so as to get the best from every individual.

Disability and mental health awareness

1 day 26 June

£345** | £445* | £495

There are many forms of disability and mental health issues that can affect people at work, some obvious, others subtle or hidden. Organisations have legal and moral responsibilities to provide support and promote opportunities but many people with disabilities and mental health challenges still face barriers, a lack of understanding or even discrimination. This course will explore steps that everyone can take to promote a supportive environment for all.

Equality, diversity and inclusion

1 day 28 June

£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.

Diversity matters

1 day 9 July

£245** | £355* | £395

Diversity is an important issue for all organisations to consider for three main reasons: to comply with legislation, to be ethical and responsible and to maximise potential business benefits. This diversity awareness workshop is designed to introduce delegates to key diversity issues. The style of the workshop is very participative and delegates are encouraged to explore the subject of diversity in a relaxed and fun way.

Administration

Essential skills for administrators

1 day 17 May
26 July

£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 admin 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.

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

2 days 11-12 July

£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 skills. This practical course will help you understand your role and learn what is expected from a PA, finding solutions to common problems.

Communication courses

Neuro Linguistic Programming (NLP)

1 day 5 July

£295** | £395* | £445

For those who want to understand what NLP is all about and practice new techniques in a fun and supportive setting. 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 and questions.

Confident and effective presentations

1 day 30 May
19 June
23 July

£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.

Communication in the workplace

1 day 1 April
31 May
30 July

£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 practical course will help you communicate more efficiently and effectively

Resolving conflict with the customer

1 day 2 May

£295** | £395* | £445

Dealing with the public can at times be a challenging and stressful experience. By the end of this course, you will have learnt how to anticipate, resolve and learn from conflict situations involving the customer and will feel more confident in dealing with those difficult situations assertively and appropriately. The course will be a lively mix of tutor led discussion and practical work including opportunity to share best practice.

Social media and online communications

1 day 4 June

£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 social media training course will introduce participants to the opportunities social media provides to reach their audiences in new and cost effective ways.

Advanced face-to-face communication at work

2 days 21-22 May

£595** | £755* | £855

Communication skills are key to the success of every organisation. You may have the best ideas, the clearest vision or the most coherent strategy. But if you don't convey your messages directly with energy, awareness and authenticity, they may miss their mark. On this intensive and challenging two course, you will learn how to develop the impact and influence of your communication skills in presentations, talks, workshops and meetings

How to book

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

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

Course fees

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

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

Standard price applies to all other 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.

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

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

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.



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