

Training programme



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

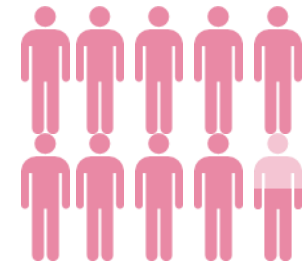
If you have any questions, or need any help finding the perfect course for you, feel free to contact us.

t 020 7490 3030

e info@the-centre.co.uk

23 years

of performance
enhancing
training



99%

of delegates would
recommend our courses



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Individual Programme Training

Fancy up to six days of complimentary training?

the-**centre**
building **skills**
and **confidence**

Purchase 6-14 vouchers get **one free**
Purchase 15-19 vouchers get **three free**
Purchase 20+ vouchers get **six free**



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.

Management ladder

Moving into management: taking on your first management role (10 CPD hours)

2 days

£1091+vat - £1224+vat**

This two 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 (10 CPD hours)

2 days

£1091+vat - £1224+vat**

After this management skills training, you will return to the workplace with renewed confidence and a surer grasp of your role and responsibilities. You will have worked on your management and communication skills, have gained numerous hints and tips for managing problem situations, and you will have devised an action plan to enable you to focus on what most needs attention.

Moving from manager to leader: taking on a senior man- agement role (10 CPD hours)

2 days

£1091+vat - £1224+vat**

After this senior management training you will be able to operate within your own organisation with increased effectiveness, and handle yourself as a manager with increased assurance. Your people and resource management skills will be honed, and you will be in a position to use your new-found influence and authority wisely.

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

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

£589+vat - £654+vat**

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

£589+vat - £654+vat**

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

£589+vat - £654+vat**

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

£1091+vat - £1224+vat**

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 (10 CPD hours)

2 days

£1091+vat - £1224+vat**

By the end of the Project management course, you will be able to plan your project effectively, estimating time factors accurately and detailing the work of different projects efficiently. You will recognise the different stakeholders involved in your projects and be able to devise strategies for each of them.

Handling difficult people and situations: essential tools (5 CPD hours)

1 day

£589+vat - £654+vat**

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.

Effective mentoring

1 day

£589+vat - £654+vat**

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.

Strategic planning and thinking (10 CPD hours)

2 days

£1091+vat - £1224+vat**

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 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.

Event management: an introduction (5 CPD hours)

1 day

£589+vat - £654+vat**

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

£589+vat - £654+vat**

The 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. The aim of this course is to give you the skills and confidence to plan and direct your own high quality events.

Influencing skills (10 CPD hours)

2 days

£1091+vat - £1224+vat**

This Influencing skills training will give you the skills and confidence to use your influence - irrespective of your formal role or grade, improving your skills in influencing, communicating and negotiating. It will help you understand what makes people tick, how to work more effectively in meetings and how to develop a convincing personal style.

Creative thinking and innovation toolkit

1 day

£589+vat - £654+vat**

This one-day course first 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 creative thinking toolkit to use in the future.

Management courses

Delegation skills

1 day

£589+vat - £654+vat**

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.

Interview skills for managers

1 day

£589+vat - £654+vat**

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.

Managing change

1 day

£589+vat - £654+vat**

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.

Team leader skills: building and leading a high performance team (5 CPD hours)

1 day

£589+vat - £654+vat**

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.

Finance skills for non financial managers

2 days

£1091+vat - £1224+vat**

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 (5 CPD hours)

1 day

£469+vat - £522+vat**

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.

Appraisal skills

1 day

£589+vat - £654+vat**

This course 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.

Training the trainer (10 CPD hours)

2 days

£1091+vat - £1224+vat**

Our Training the trainer course is practical and fun, and solidly based in modern learning theory. Whether your training is mainly about helping people develop new skills, or acquire new knowledge or it is aimed at challenging their thinking, you will find our train the trainer course gives you the confidence to be an effective trainer.

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 or call 0207 490 3030 to become a learning partner and get the most from your training budget!

Personal effectiveness

Writing courses

Speed reading 1 day

£589+vat - £654+vat**

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

£469+vat - £522+vat**

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.

Report writing skills (5 CPD hours) 1 day

£469+vat - £522+vat**

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 (5 CPD hours) 1 day

£469+vat - £522+vat**

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.

Assertiveness skills (5 CPD hours) 1 day

£469+vat - £522+vat**

You will learn how to present your ideas and opinions in ways that enable you to feel heard and respected. You will gain an understanding of the difference between assertiveness and aggression, learn how to delegate effectively and develop your personal communication style.

Personal effectiveness: be more confident at work (10 CPD hours) 2 days

£892+vat - £1025+vat**

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.

Digital writing 1 day

£469+vat - £522+vat**

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.

Proofreading (5 CPD hours) 1 day

£469+vat £522+vat**

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

Grammar and punctuation at work

1 day

£469+vat - £522+vat**

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.

Writing better letters and emails

1 day

£469+vat - £522+vat**

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.

Business writing for (English second language)

2 days

£892+vat - £1025+vat**

If English isn't your first language, writing at work can be a daunting task. Even if you're a fluent speaker with a solid grasp of English grammar, you may not be confident about what's expected of you or know how to structure and word a business email, find the right words, or get the tone right.

Business writing skills (10 CPD hours)

2 days

£892+vat - £1025+vat**

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.

Professional writing skills for non-native English speakers

1 day

£469+vat - £522+vat**

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.

CV writing and interview skills

1 day

£469+vat - £522+vat**

Applying for a job is a skill everyone needs to harness, and in practice that means getting your CV in shape and practicing your interview skills. The purpose of this one-day course is to understand how to be the best possible candidate you can be for the job you want. Over the day you will get to the bottom of what employers are looking for, learn how to create a winning CV and practice your interview style.

EDI courses

Equality, diversity and inclusion

1 day

£589+vat - £654+vat**

This one-day Equality, diversity and inclusion training demystifies the Law and the issues. You will learn how the Law on Equality applies to you and the practical steps you can take to recognise and respond to equality, diversity and inclusion matters when they arise. You will learn about the Protected Characteristics and some of the issues that may be associated with them, developing practical techniques to ensure you and others are treated appropriately.

Building belonging: understanding unconscious bias & harnessing emotional intelligence

1 day

£469+vat - £522+vat**

This one-day workshop has been developed to create time to pause and think about you, your emotions, your unconscious biases and your passion. Understanding your needs is the starting point of the day but the real focus will be applying that self-awareness to the way you communicate, build relationships and position yourself as an authentic, inclusive and positive manager.

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

Communication courses

PR strategies that work 1 day

£522+vat - £589+vat**

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.

Communication in the workplace 1 day

£522+vat - £589+vat**

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.

Customer care and telephone skills 1 day

£469+vat - £522+vat**

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 (5 CPD hours) 1 day

£522+vat - £589+vat**

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.

Administration courses

Essential skills for administrators 1 day

£469+vat - £522+vat**

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.

Effective office management 2 days

£776+vat - £1025+vat**

This two-day Office management training 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.

Time management for administrators: managing time and workload (5 CPD hours) 1 day

£469+vat - £522+vat**

This Time management training will help you understand your own strengths and weaknesses around time management and find the right solutions for you. It will enable you to prioritise tasks effectively, organise your workstation and meet your deadlines. 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.

The executive PA 2 days

£892+vat - £1025+vat**

The Executive PA is in a position of special responsibility; supporting directors and senior managers requires a proactive approach and range of communications and organisational skills.

Our two-day course will help you understand your role and learn what is expected from an Executive PA, finding solutions to common problems whilst sharing experiences with other course participants.

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

****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.

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.

CPD

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.



book

online at
www.the-centre.co.uk

email
info@the-centre.co.uk

call
020 7490 3030