

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 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 when we receive your booking. Please contact us if you have not received confirmation within five working days of placing your booking.

Cancellation and transfer policy

Cancellations and transfers must be submitted in writing to info@the-centre.co.uk.

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

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

The Centre mailings

If you wish to add, edit or remove your details from our mailing list, please email info@the-centre.co.uk. 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.



training programme



Visit us
at the **CPD
Learning &
Development
Show**

Stand 411

early summer
2017

book

online at www.the-centre.co.uk

email info@the-centre.co.uk

call 020 7490 3030

the-centre
building skills
and confidence

Venue

All of our open 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.

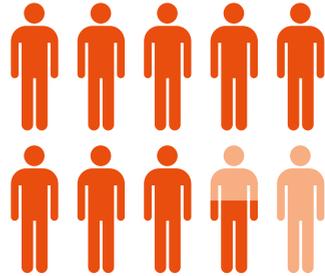
Contact us

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

t 020 7490 3030

e info@the-centre.co.uk

w www.the-centre.co.uk



86%

of the Centre's clients say that their performance at work has improved as a result of their training with the Centre.



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Moving into management: taking on your first management role

CPD



2 ½ days

8-9 May follow-up 26 June 1.30pm-4pm &
8-9 June follow-up 20 July 1.30pm-4pm
£655** | £825* | £925

For those embarking on their first management role

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

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

"I found more light-bulb moments than I was hoping for, so the course exceeded my expectations and objectives. The content was spot on and the trainer generous with ideas, questions and feedback. She was so good at getting everyone on board." JK, Picker Institute Europe

Moving up in management: extending your management skills

CPD

2 ½ days 24-25 May follow-up 20 July 10am-12.30pm
£655** | £825* | £925

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

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

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

"The trainer was inspirational. He gave a professional delivery, the content, videos and learning sessions are so memorable and I shall use these techniques at every opportunity! Thank you." SD, GamCare

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

CPD

2 ½ days 25-26 April follow-up 4 July 10am-12.30pm
£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. 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

"The trainer was very good and gave time to reflect and teach. She was not judgemental and was brilliantly analytical." GBP, World Vision UK

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, for any of the three management ladder courses: Moving into management; Moving up in management; or Moving from manager to leader. The course fee covers:

- ILM registration
- chosen management ladder course
- assessment of set tasks
- a feedback session

As an ILM registered candidate you will be entitled to ILM student membership which allows you to take advantage of the many excellent learning tools on offer.

The fee for the ILM endorsed course is £155 + VAT on top of your usual course fee.

Managing underperformance, absence and stress

1 day 12 May £345** | £445* | £495

For managers who need to deal with poor employee performance

Addressing staffing challenges helps managers to contribute to organisational effectiveness and a failure to do so can damage all stakeholders. This course focuses on working within an appropriate policy and legal framework to secure desired outcomes. The course uses group discussion and case studies based on real experience, whilst offering guidance on appropriate policy frameworks. You will cover:

- the law on performance, absence, stress and disability
- dealing with cases of victimisation, bullying and harassment
- managing absence – acceptable levels and medical support
- setting and communicating performance standards
- appraisals, supervision and addressing unacceptable performance

"The course was fantastic, lots of great ideas and I feel I can put them into practice in my place of work. The trainer was absolutely brilliant and has really helped me with all the questions and concerns that I raised." JC, SAMS Trade Centres

Working effectively across cultures

NEW

1 day 15 May £345** | £445* | £495

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

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

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

Finance skills for non financial managers

top seller

2 days 16-17 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
- nominal, purchase and sales ledgers
- distinguishing between fixed and variable costs

"Excellent – I now have a practical skill which I did not have before. The trainer was very experienced and took us through the course at a good pace." DT, Welcare

Event management: an introduction

CPD



1 day 17 May £345** | £445* | £495

For administrators and coordinators new to event management

This course offers a practical guide to event management for those who have little or no previous experience. You will leave with a toolkit that will help you organise future activities with confidence and flair. There will be group discussion and exercises giving practical solutions to organising and managing events. You will cover:

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

"Excellent: from start to finish, to meeting course leader, to lunch, to the course itself. Just great – thank you." NC, The Hearing Care Centre

Leading with authenticity

NEW

1 day 19 May £345** | £445* | £495

For senior managers who want to enhance their leadership attributes and skills so they have greater impact

In today's environment, effective leaders combine a personalised mix of skills, capacities and experience with insight, intelligence and story-telling to effectively promote their vision and increase engagement with their organisational and long-term objectives. This one-day course provides the opportunity to explore effective styles of leadership and their impact, the markers of outstanding leadership and the personal characteristics and values that define your authenticity. You will cover:

- key leadership theories and styles
- characteristics of outstanding leaders
- organisational culture and its impact
- leadership self-assessment
- creating personal narratives through story-telling
- values-based leadership
- leading amidst uncertainty

Handling difficult people and situations: essential tools

CPD

1 day 23 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

"A really interesting course which will be very useful for my role. I feel more confident and understand how to deal with a range of people and situations." GM, The Football Association

Negotiation skills

1 day 24 May £345** | £445* | £495

For anyone whose work involves negotiation or persuasion – with individuals or in groups

Negotiation can help you achieve aims and solve problems. It is about reaching win:win solutions, where all parties feel the outcome is fair. This course will help you understand the process of negotiation – how to prepare, having clear aims and objectives, how and when to use different negotiating styles, strategies and tactics. It will give you the confidence to be a successful negotiator. You will cover:

- your values and how they impact on your negotiations
- understanding the nature of the gap between you and the other party
- what does win:win really mean?
- preparing for a negotiation
- conducting a negotiation

"This training course was 10 out of 10. I would highly recommend this course on all levels. The trainer was high quality, as the venue." JC, London Wildlife Trust

Recruitment and selection: finding the right person for the job

NEW

1 day 2 June £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. 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

Managing volunteers

1 day 5 June £345** | £445* | £495

For anyone who works with volunteers and wishes to manage them effectively

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. You will cover:

- the advantages and disadvantages of working with volunteers
- creating a volunteer strategy
- recruitment, selection, induction and training
- how to motivate
- support and supervision

"The trainer was excellent – coherent and lively. I can now establish good policies and working practices prior to getting our volunteer scheme up and running." PS, Coram Voice

Strategic planning and thinking

CPD

2 days 6-7 June £655** | £825* | £925

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

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

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

"I enjoyed the content of the course and how it was communicated. The trainer was very engaging and understood the course material exceptionally well." VS, Poupard Ltd

Team leader skills: building and leading a high performance team

CPD

top seller

1 day 7 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
- managing yourself as team leader
- directing your team's work
- inspiring and motivating your team
- common challenges for team leaders

"An excellent course with a good mix of theory and activities. Each topic fitted neatly into the next and the trainer was very approachable and had a wide knowledge." MC, Mindful Communications and Coaching Ltd



Motivating and inspiring your workforce NEW

1 day 12 June £345** | £445* | £495

For managers, supervisors, team leaders and anyone responsible for managing staff

There is no limit to what can be achieved by a motivated team led by an inspiring leader. But everyday pressures of work make it hard to know how to get the best from the people you manage. This course provides workable techniques to help you become a leader who can effectively inspire and motivate individuals. You will cover:

- the key concepts of motivation and motivation theories
- identifying individual and organisational motivators
- how to inspire others to want to succeed
- how to better engage staff by creating and communicating goals
- delivering praise and developmental feedback

Monitoring, evaluation and impact assessment

1 day 13 June £345** | £445* | £495

For anyone with responsibility for making things happen in their workplace

The pressures for 'change', 'getting results' or 'having an impact' are ever-present in today's workplace. Whether you manage projects, make changes or develop new initiatives, you need to demonstrate that you are making a difference. This course enables you to build monitoring and evaluation systems into your plans from the outset. You will cover:

- impact assessment as part of the project lifecycle
- the difference between outputs and outcomes
- the types of information you need, and how and when to get them
- terms of reference for monitoring or evaluation
- the six key questions you will want to ask
- how to demonstrate success and use the lessons learned

"A very good course and excellent trainer. I was provided with tools that I can see myself using right away. I feel there is a lot I am taking away and can share with my colleagues."

PM, London Borough of Hammersmith and Fulham

Project management

2 days 14-15 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 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
- monitoring and evaluation

"Excellent pace, delivery and content. The trainer was very personable and friendly and the Centre itself is a top training facility with excellent hospitality." RF, National Army Museum

Training the trainer

2 days 19-20 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

"This course has been very informative and a really good way of thinking about how to lead training sessions well. The trainer was very friendly, informative and very knowledgeable."

ES, The Who Cares? Trust

Working effectively with your manager

1 day 21 June £345** | £445* | £495

For anyone who wants to improve their skills in supporting their boss and developing seamless, fun and highly effective working relationships. The workshop is equally relevant to administrators and managers

To many people, the phrase "managing your boss" may sound like manipulation or corporate 'cozying up'. But this workshop is not about political maneuvering, it's about the best ways of consciously working with the person you report to in order to get the best possible results for you, your boss, and your organisation. This course is not about creating a better filing system or honing your note taking skills, it's about:

- effective workplace communications, particularly listening
- conflict management and resolution
- dealing with pressure and priorities
- understanding your boss' working style
- problem solving and creativity

"This course went beyond my expectations, I have had a fantastic day here. The trainer and course content were great and the facilities were brilliant!" HD, Church of England

Budgeting skills for non financial managers

1 day 22 June £345** | £445* | £495

For managers who need to set and manage budgets but don't have the expertise

The course will help you avoid common pitfalls and give you the confidence and skills to participate in the budget-setting process within your own organisation. You will be able to proactively manage your budget, improve your cost control and effectively allocate financial resources. You will cover:

- understanding budgeting terminology
- setting a budget that meets your allowance
- phasing, monitoring and reviewing your budget
- what to look for in your management accounts
- forecasting, avoiding overspend and getting back on track
- presenting your budget: what you need to be able to tell others

"This was a very useful training course. I feel I now have the tools to take on more responsibility in this area going forward."

LS, First Give

group

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



"It was great that the course was tailored to meet our needs. The trainer was flexible and adapted to requests to add in content."

MS, Prostate Cancer UK

training

If you have **four or more delegates** that require training, our group training becomes the cheapest option.

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

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

For more information
contact us on
grouptraining@the-centre.co.uk
or **020 7490 3030**.

Minutes: taking and writing effective minutes

1 day 26 May & 21 June £245** | £355* | £395

For anyone who wants to improve their minute-taking

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

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

"I got a lot out of this training and the course materials were very useful to take home. I now feel more confident to write minutes for formal meetings. The Centre had great facilities and a comfortable setting to learn." MWC, Hammersmith and Fulham Council

CPD



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

2 days 27-28 June £450** | £675* | £775

For PAs who have just been promoted to the role or wish to progress to a more senior level

The Executive PA is in a position of special responsibility; supporting directors and senior managers and playing a pivotal role in the management team requires a proactive approach and range of skills. This practical course will help you understand your role and learn what is expected from a PA, finding solutions to common problems. You will cover:

- developing your relationship with your Director
- confidence, assertiveness skills and learning to say "no"
- communication skills and managing upwards
- taking ownership, time management and learning to prioritise

"The course has been extremely useful in helping transition from my current role to my new role as a PA. I always love training sessions at the Centre and this didn't disappoint." BBR, Paul Mellon Centre for Studies in British Art

Assertiveness skills: a practical approach

1 day 18 May & 30 June £245** | £355* | £395

For administrative staff and those new to supervising or leading teams

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

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

"I found that by the end of the course I was at ease with giving my opinion (which is rare). I liked the activities and the course made me feel very positive." SP, Talbot Underwriting Ltd

CPD



Developing your personal brand

1 day 14 June £245** | £355* | £395

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

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

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

"This course has been incredibly helpful. It was great, well-paced and presented and the trainer was fantastic! The Centre is a welcoming and well equipped environment and a very good space for learning." FK, Museum of London

Receptionist training: becoming an exceptional receptionist

1 day 6 June £245** | £355* | £395

For receptionists, administrators and anyone who deals with the public

The role of the receptionist is paramount in creating the right image of your organisation. The first impression you give is the one that counts – because you never get a second chance to make a first impression! Increasingly the role of reception has taken on added value with new roles and responsibilities. You will cover:

- the role of the modern receptionist
- the client as customer
- creating your professional image
- how to communicate effectively and good listening tactics
- dealing with difficult people
- professional telephone techniques

"The course was very good with lots of handy hints and tips to work on and use on a day-to-day basis. The trainer was very helpful and clear." HH, Chalfonts Community College

all courses

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

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

"The venue was fantastic, the lunch was delicious and the informal environment was really conducive to learning." SM, City of London Police

Time management for administrators: managing time and workload

1 day 31 May £245** | £355* | £395

For administrators and office staff struggling with a heavy workload

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

- prioritising and planning your day
- taking control of a heavy workload
- delegation, assertiveness and negotiating with colleagues
- managing phone calls, emails and dealing with interruptions
- tips and techniques for meeting deadlines

"I have had an excellent experience at the Centre. The trainer was brilliant and I feel I have real tools to take forward in my job and to make some real changes." RS, MSF UK

CPD



Time management for managers: work smarter, not harder

1 day 16 June £245** | £355* | £395

For any manager struggling to keep on top of their workload

A positive approach to time management can help you to make the most of each day – improving both your performance and your quality of life. This course highlights skills and techniques to improve your working day without feeling overwhelmed. There are group discussions with examples to help you change the way you work, and you will be given materials to take away. You will cover:

- how you currently manage your time and how to improve
- prioritising workload and effective delegation
- dealing with interruptions: people, phone and email
- your energy cycle – managing stress and burn out
- different time management techniques to develop your personal plan

"The course has shaped my thinking about how to work smarter through prioritising and delegating my work load. The Centre is clean and very hospitable with friendly and professional staff." MOK, Jewish Care

Internal communication

1 day 8 May £295** | £395* | £445

For those who want to improve the internal communication in their organisation

Successful internal communication lies at the heart of any thriving organisation. It helps involve and motivate staff and makes a big contribution to effective external communication. If people don't communicate well teams soon feel out of touch and uninformed. This course will provide you with lots of practical tips for improving the way in which people relate and process information. You will leave the course with ideas to implement on your return to your organisation. You will cover:

- the communication culture of your organisation
- how to conduct an internal communications audit
- developing an internal communications action plan
- monitoring and evaluating your internal communication

"The course met my objectives, I feel more confident about going back to the office with a realistic plan of action. One of the best training courses I've attended. The bonus was the tea selection!"
SS, Cranstoun

Handling the press and media

1 day 11 May £295** | £395* | £445

For all those who take on the role of press officer

Harnessing the power of the media is a cost-effective way of getting your message across to large audiences and decision-makers. By learning how to deal with journalists you can positively influence what is printed and broadcast. In this course you will find out what makes a good story and what makes journalists tick. You will cover:

- identifying the news outlets that matter to your organisation
- how to tell a newsworthy story and develop news hooks
- developing a media campaign
- how to use celebrity 'stardust' and media stunts that work
- creating a toolkit for journalists
- strategies to handle a media crisis

"I have taken a lot of material away from this course, it will be useful to refer back to. The Centre venue is lovely with lots of effort going into making it a friendly and welcoming atmosphere. The staff were enormously helpful." HG, Beat

Advanced face-to-face communication at work NEW

2 days 15-16 May £595** | £755* | £855

For leaders and managers who rely on their face-to-face communication skills to be effective at work

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-day course, you will learn how to develop the impact and influence of your communication skills in presentations, talks, workshops and meetings. You will cover:

- characteristics of great communicators
- making your message memorable with verbal techniques
- using posture, movement and voice for maximum impact
- developing authenticity
- techniques to get your opinions across in an assertive way without being aggressive

Neuro Linguistic Programming (NLP)

1 day 19 May £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 some discussion and questions. Over the day you will cover:

- the history and basis of NLP
- how we perceive the world and why that affects our results
- how to create and maintain genuine rapport
- how to increase your influence
- how to create positive change in yourself and others
- enhancing your self confidence

"An excellent overall day, I would very much like to pursue NLP further which is purely down to the quality and expertise of the trainer."
TL, Kent County Council

Communication in the workplace

1 day 23 May £295** | £395* | £445

For anyone who wants to improve their written and face-to-face business communication skills

Whether it's writing an email that will get read, making a difficult telephone call or getting your point across in a meeting or presentation, good communication skills are essential in today's organisation. This practical course will help you communicate more efficiently and effectively in your workplace with your colleagues, senior management and clients. You will leave with improved business communication skills and increased confidence in communicating at all levels. You will cover:

- what to say and how to say it effectively
- assertive communications
- speaking and listening skills
- written communication skills
- body language and presenting a positive image
- the problems and pitfalls of poor communication

"I have taken away a good few tips that I can use in work. It was good to hear other people's examples and trainer's real-life examples. The pre-course questionnaire as it helped me focus on what I wanted to achieve." JM, Juice

Confident and effective presentations CPD

1 day 5 June £295** | £395* | £445

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

This practical and enjoyable course is designed to give you the confidence and skills to deliver effective presentations that will be understood and valued by your audience. You will get plenty of opportunities to practise and get valuable feedback. You will cover:

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

"I now actually feel a sense of excitement I never thought I would feel about presentations. The trainer fed back fairly and gave confidence to everyone." JC, Diabetes UK

Networking and representing your organisation

1 day 29 June £295** | £395* | £445

For anyone who represents their organisation as a spokesperson or at networking events

How you perform in public reflects on your organisation as well as on you. If the values of your organisation are embodied in the way you present yourself, other people gain a clearer understanding of your corporate attitudes and concerns. This course will help you to leave a positive and lasting impression. You will cover:

- getting the right balance between internal and external work
- building the 'ambassadorial' role into your PR strategy
- introducing your organisation in an engaging and inspiring way
- reflecting your organisation's values in the way you present yourself
- 10 top tips for effective networking

"I've come away with good ideas on how to approach people and an understanding of what I need to know to be able to network effectively. It was very useful to really think about the ins and outs of networking."
AB, Social Mobility Foundation



Speed reading

1 day 2 May £345** | £445* | £495

For anyone who has a lot of reading to do and wants to save up to two hours a day

By attending this course you will at least double your reading pace and retain more information – not less, as your brain works better at faster reading speeds. It is likely to save you two or more hours per day, and allow you to be better briefed and more informed. You will learn how to read at the correct speed for what you are reading and why. You will cover:

- improving the mechanics of reading
- reading problems and how to overcome them
- causes of poor concentration and improving this
- improving comprehension including peripheral reading
- memory and retention improvement exercises

"I enjoyed everything about this course. I believe I have learnt so much and intend to use what I have learnt and put it into immediate practice." GW, Independent Age

Report writing skills

1 day 9 May & 22 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. 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

"The trainer was excellent, she was very knowledgeable and took the time to listen and to explain things in a clear, concise way. This course has helped me with planning my reports and given me a better understanding of what I am trying to achieve." JG, Co-op Homes

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

1 day 18 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

"This course was exactly what I had hoped and has really helped my confidence. The trainer encouraged us all to put into practice what we were learning and was focused on practical skills and knowledge." MC, Ability Housing Association

Writing speeches: keynotes, presentations and special occasion addresses

1 day 22 May £245** | £355* | £395

For anyone who is involved in the creation of speeches

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 cover:

- researching and outlining your speech and setting objectives
- developing the best speech structure
- writing with the audience in mind
- crafting powerful openings and memorable conclusions
- anticipating questions and crafting answers with brevity and impact

"The course was excellent and I would recommend it to colleagues. The trainer was knowledgeable, engaging and has given me increased appetite and confidence for future speeches." PS, WRAP



Business writing skills

CPD

2 days 12-13 June £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. On the first day we will cover grammar, punctuation and spelling. On the second day we will work on planning, structuring and editing your letters, emails and other documents. You will cover:

- the basic rules of grammar and punctuation
- keeping it simple: writing in plain English
- how to be concise and get to the point
- improving your spelling
- planning, structuring and proofreading your documents
- paragraphs, summaries and signposting
- layout and presentation

"The trainer was superb and she delivered the training much to my satisfaction. She communicated in a very clear and simple way. I found the course excellent." YJ, Real Ltd

Professional writing skills for non-native English speakers

1 day 26 June £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. 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
- formal or informal? 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 and the course book was very helpful with the amazing support of the trainer." GR, Smartology

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