

## How to book

You can book all courses online at [www.the-centre.co.uk](http://www.the-centre.co.uk).

Alternatively you can email your booking to [info@the-centre.co.uk](mailto:info@the-centre.co.uk) or call 020 7490 3030.

## Course fees

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

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

Standard price applies to all other organisations.

All fees are subject to VAT.

## Payment

Once you have placed your booking we will send you an invoice. Payment must be received at least 24 hours before the date of the training course. If you are booking several courses, payment must be received before the date of the first course. You can call us to make payment by credit/debit card or BACS. Alternatively, you can send a cheque made payable to 'the Centre'.

## Special requirements

If you have any individual requirements, such as dietary, access or religious, please contact us and we will make every effort to accommodate them. Contact us on 020 7490 3030 or [info@the-centre.co.uk](mailto:info@the-centre.co.uk).

## Confirmation of booking

We will send you a confirmation letter via email 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](mailto: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](mailto: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](http://www.the-centre.co.uk).



# training programme



Looking for group training at your venue?

See page 12 for details

# summer 2017

# book

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

email [info@the-centre.co.uk](mailto: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](http://www.the-centre.co.uk) for more information.

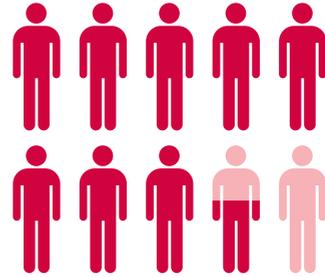
## Contact us

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

**t** 020 7490 3030

**e** [info@the-centre.co.uk](mailto:info@the-centre.co.uk)

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



# 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

top seller

2 ½ days 3-4 July follow-up 21 August 1.30pm-4pm, 26-27 July follow-up 15 September 1.30pm-4pm & 15-16 August follow-up 27 September 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 highly recommend this training for anybody who has recently become a manager. The ins and outs of being an exceptional manager are gone through in great detail and you leave with a deep understanding of what being a great manager entails." NI, Peterborough Environment City Trust

## Moving up in management: extending your management skills

CPD

2 ½ days 6-7 July follow-up 21 August 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 course was excellent and I got a lot out of it. I have been to similar courses in the past that I've not enjoyed and got little out of so this was a breath of fresh air. The trainer was excellent." KP, NatCen

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

CPD

2 ½ days 27-28 July follow-up 27 September 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

"All aspects of this training course were very good and it definitely gave me good grounding in some vital leadership areas. I particularly enjoyed the self-analysis and role play." MM, Churches Conservation Trust

## 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.

## Training the trainer

CPD

top seller

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

"The course exceeded my expectations, it was brilliant and I feel I left with lots of valuable knowledge. It was the best training venue I have ever been to and the trainer created a comfortable environment to express yourself. An excellent overall experience." SF, Museum of London

## 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

"I wanted to improve the working relationship with my manager and this course gave me lots of tips. This course was well designed, well presented and I am very satisfied with the overall experience." NF, British College of Osteopathic Medicine

## Budgeting skills for non financial managers

1 day 22 June & 7 August £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

"I really enjoyed the course. It's not a topic I thought I would find as easy to follow as I did but that was down to the trainer and her teaching method. She was very clear and concise with her explanations." LH, EHealth Media

## Emotional intelligence in management and leadership

1 day 5 July £345\*\* | £445\* | £495

For leaders and managers at all levels who want to enhance their people and decision-making skills

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. You will cover:

- the emotionally intelligent manager – a different way of being smart
- the emotionally intelligent organisation
- the core skills of emotional intelligence
- how to develop and improve your emotional intelligence

"I really enjoyed the course and thought the trainer presented it in a really interesting and entertaining way. I wanted to improve my self-motivation and I now feel I can take some positive steps towards doing this." LM, The Lansdowne Club

## Strategy: from vision to implementation

1 day 7 July £345\*\* | £445\* | £495

For managers looking for an introduction to strategy and an all-round overview of the topic, thinking more strategically is important for everyone these days

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

- what is a strategy and why does it matter?
- how do I get one?
- who does it?
- how will I know if I have been successful?

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

## Finance skills for non financial managers

2 days 11-12 July £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. You will gain tools and concepts to help you understand your organisation's finances and give you the confidence to make financial judgements. 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

"I believe this course has enhanced my skills and knowledge around finance and budgeting and I now feel more confident in my skills and abilities. I will apply what I've learnt to my role on a daily basis."  
RC, Living Streets

## Managing change

1 day 11 July £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. You will cover:

- Kotter's fundamental model of change
- different kinds of change and different ways to lead your team
- planning change: frameworks to help your thinking
- dealing with resistance in your team and in stakeholders
- Kurt Lewin's three phases of change: managing in the tricky transition period
- influencing others and gaining buy-in
- measuring and communicating the results

"I found the course very interesting and positively above my expectations. The trainer was fantastic and happily willing to share the extra tips according to special needs. A very good overall experience."  
RP, Anthony Nolan

## Talent management and succession planning

1 day 14 July £345\*\* | £445\* | £495

For anyone responsible for HR decision-making within an organisation

An organisation's greatest resource should be its people, but too often talent is under-utilised or even ignored. Too many good people are lost through poor planning or a lack of engagement, often leaving organisations without the skills they need to succeed. This course will equip you with the tools and strategies you need to plan for your future HR needs, to engage and develop staff, and to ensure that your organisation gets the best from its most important resource from the moment they arrive. You will cover:

- smarter recruiting strategies to hire the right people at the outset
- techniques to address talent shortages and leadership gaps
- tools to inspire and reward staff
- how to better engage staff and inspire them to perform and develop
- how to create a culture that nurtures talent from the outset

## Effective mentoring

1 day 17 July £345\*\* | £445\* | £495

For those new to mentoring as well as more experienced mentors

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

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

"The course was excellent and probably the best course I've been on! I loved being able to talk to the rest of the group and find out what other people are doing and how we can work together."  
PK, The Scout Association

## Business planning: turning the vision into reality

1 day 18 July £345\*\* | £445\* | £495

For senior managers involved in business and financial planning

Business planning is about the practical operation of the business – what are you going to do and how much will it cost? Using proven tools and techniques, this course will help you understand the choices, structure the business case and communicate effectively to deliver your product or service and bring about change. You will cover:

- where the business plan fits in the planning horizon
- the link with strategy – meeting the needs of beneficiaries in a changing environment
- understanding the business case through financial models
- making difficult choices and managing risks
- the contents of a typical plan

"Everything was brilliant. The trainer was well informed and engaging. There were plenty of opportunities to contribute and share ideas. I learned a lot today and will definitely recommend to others."  
SL, OCN London

all courses

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

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

"The staff at the Centre were helpful and courteous, the venue was great and the food was absolutely lovely. It was so nice to be able to order your own lunch and find a lovely salad waiting for you instead of endless sandwiches and crisps."  
CB, NATCEN SOCIAL RESEARCH

## Strategic planning and thinking skills

2 days 1-2 August £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
- using action planning tools such as logical frame working, action planning grids and planning wheels
- thinking about strategic outcomes and impact
- ideas and tools to facilitate strategic planning
- implementing the strategy
- how to implement and communicate your plan, and assess its success

"I enjoyed the two-day course and found the trainer very engaging and helpful. I particularly found the session on strategy tools most helpful and I will be able to apply these principles to my own job role in the future." **KC, Broadland Housing Group**

## Coaching skills for managers

1 day 4 August £345\*\* | £445\* | £495

For anyone who manages, supports or coordinates other people

Coaching is an invaluable tool for managers who want to motivate and support their team to improve performance and manage change. Coaching is increasingly recognised as a flexible and effective way of supporting staff to develop new skills and confidence. This course is designed to help line managers understand coaching, how coaching fits with effective management and to acquire practical techniques to use in their everyday work. You will cover:

- how coaching fits into management
- how a coaching relationship can make a difference
- coaching models and different approaches
- getting started and focusing on outcomes
- overcoming fears and supporting change

"The tutor was really helpful, knowledgeable and friendly. I felt she was extremely skilled at pitching the training at the right level for the different delegates. I was very impressed and have some useful tools that I am practically applying." **LW, National Union of Teachers**

CPD



## Handling difficult people and situations: essential tools

1 day 17 August £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

"This course clarified, focussed and put a meaning behind what I already knew plus threw in a load more aspects to read up on. A day well spent; the training has provided me with more knowledge and topics to read up on." **RM, Splash Damage**

## Minutes: taking and writing effective minutes

1 day 21 June, 10 July & 9 August £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've picked up some useful tips which I hope to put into practice as soon as possible. I found the course very interesting, informative and the trainer engaging. I would definitely recommend the course to others." **SN, Royal College of Veterinary Surgeons**

CPD



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

2 days 27-28 June & 1-2 August £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

"I've learnt so much in these two days, like managing my time and being proactive. I thoroughly enjoyed the exercises and working with other PAs. I am more confident and I will put all I've learnt into practice. It's one of the best courses that I have attended." **KB, Department of Health**

## Managing better meetings

1 day 5 July £245\*\* | £355\* | £395

For anyone who runs or manages meetings

Meetings which go over their allotted time? Poor attendance coupled with persistent lateness? Agendas which don't hang together and have to be changed as you go along? Participants who feel frustrated and negative? Unclear outcomes or none at all? Do your meetings feel like this? If so, this is the course for you. The course considers the criteria for a successful meeting and offers the chance to define and practise the skills needed for chairing different types of meetings and build participants' confidence in their abilities. You will cover:

- what's on the agenda
- planning, preparation and setting objectives
- what makes a well-run meeting
- the chair's role during and after the meeting
- dealing with difficult people and conflict
- working with the minute taker

"The course was extremely helpful and added value to what I already knew. It is well thought out and the trainer was clear and engaging." **AL, L&Q London Housing Association**

## Customer care and telephone skills

1 day 6 July £245\*\* | £355\* | £395

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

Everyone in an organisation is responsible for customer care. Good customer care depends on staff acting with professionalism and self-confidence. This course will ensure you can establish customer needs and handle tricky situations – that is, give good customer service. You will cover:

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

"I feel more prepared with my role as a receptionist now. The course was very good and the trainer engaged brilliantly with the whole group." **JS, St Christopher's Hospice**

## Communication in the workplace

1 day 21 July £245\*\* | £355\* | £395

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

"The course was very insightful and I was able to get a better overview of how to make the most of communication in the most practical way." **SS, Healthy Planet**

## 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 have been given brilliant tips to put into practice so I'm confident I will find networking easier from now on. I really enjoyed the course, it's probably the one I enjoyed the most and found most useful."  
AGR, CABA

## Managing a media crisis

1 day 3 July £295\*\* | £395\* | £445

For PR professionals, managers and others who want to develop their skills and confidence in the area of media management in a crisis

Reputation is one of the most important assets any organisation has. It can take years to build, but can be lost overnight. This highly participative course will help you put in place crisis management procedures and develop the media handling skills that will help your organisation emerge strengthened rather than weakened by a crisis. Over the day you will cover:

- preventative measures – how to avoid a media crisis
- developing good relationships with journalists
- recognising the danger signs
- developing a crisis management plan
- protecting vulnerable staff and customers
- acting swiftly and accountably

"This was an enjoyable and informative course – I will certainly be using the techniques I learnt. I would recommend this course for anyone dealing with PR and communications."  
AM, Port Lympne Reserve and Howletts Wild Animal Park

## Listening skills

1 day 10 July £295\*\* | £395\* | £445

For anyone who wants to improve their listening skills

This practical one day workshop looks at a key but often ignored communication skill: focused listening. By taking the time to truly listen to what the speaker has to say, the other person is likely to feel respected and heard. Real and focused listening leads to greater trust on the part of listener and the potential for a stronger overall relationship.

More importantly, the skills taught will help create deeper, more rewarding relationships with your staff, colleagues, customers, clients and other stakeholders. You will cover:

- why listening is so important
- the principles of communication
- understanding the deeper meaning to other people's communication
- identifying your barriers to listening
- too much noise level and overcoming this

"The course at the Centre was very interesting and informative. The materials I received I will be able to use in both my professional and personal life." JH, TUCO LTD

## Effective feedback and conversation NEW

1 day 24 July £295\*\* | £395\* | £445

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

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

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

## Influencing skills

2 days 24-25 July £595\*\* | £755\* | £855

For people who need to shape opinions and change minds

Influencing skills are indispensable in modern organisations. Command and control structures have given way to less hierarchical, cross team working where you get things done by inspiring and persuading. You will cover:

- style – recognising different influencing styles and when to use them
- skills – assertiveness, listening, negotiation and meeting skills
- strategies – clarity about aims, balance of power, identifying friends and opponents, message development
- attitudes and understanding – different organisational cultures, relationship management, handling conflict
- personal impression management – making an impact

"A very informative and useful course with good group discussions and role play exercises. The trainer was very good at conveying the information and inviting everyone in the group to contribute to the day." TP, Coastal West Sussex CCG

CPD



## Confident and effective presentations

1 day 4 August £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

"The course was well-structured and engaging, with a good group size. I learnt about engaging with the audience through body language and humour. The Centre was comfortable with good facilities."  
RB, Retail Banking Research

CPD



# special offers



**Buy training vouchers in advance and save up to 30%.** You can use them whenever you like on whatever courses you want.

For more details on this and other ways to save money, visit [www.the-centre.co.uk](http://www.the-centre.co.uk)  
call us on **020 7490 3030**  
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## Assertiveness skills: a practical approach

1 day 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 learned a lot about myself today and am taking away a huge amount of helpful information that I hope will improve my confidence and performance." **ES, Independent Age**

CPD



## Stress management and resilience

1 day 13 July £245\*\* | £355\* | £395

For anyone who wants to understand stress and establish effective, practical, stress management strategies

This stress management and resilience programme will enable delegates to recognise the symptoms of stress as well as the effects of stress on the body and mind. You'll complete a stress audit, examine the mind body connection and how you can employ effective strategies to ensure your wellbeing. Throughout the day you will identify your personal stressors and establish what you can do to maintain a healthy and happy lifestyle. You will have the opportunity to learn about the latest research from the field of psychology, neuroscience and contemplative practice and then practise tried and tested strategies from these disciplines. You will cover:

- understanding stress
- the role of resilience
- stress triggers and how to avoid them
- the neuroscience of stress
- creating your own wellbeing plan

"I now have several strategies to take away which I can use daily. The trainer was very supportive and friendly and had a very calm nature." **SB, Thames Valley Housing**

## Time management for administrators: managing time and workload

1 day 18 July £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

"The course definitely provided me with some strategies to cope with my large and unpredictable workload and I found the discussions really interesting. I have taken from the course everything I wanted and more." **JH, Suzy Lamplugh Trust**

CPD



## Increasing performance with positive psychology

1 day 25 July £245\*\* | £355\* | £395

For anyone who wants to increase individual and group performance and consistently maintain a high level of achievement

The scientific-based one-day course provides the opportunity to examine and practice the processes, tools and highly effective techniques for increasing performance and achieving success with positive psychology. You will cover:

- positive psychology theories and how their application can have a positive impact on performance
- how positive psychology can support us to increase and maintain focus enabling improved performance
- the importance of mindset when seeking to increase and maintain performance at high levels
- how to increase your ability to deal effectively with challenges and setbacks

"A useful opportunity to discuss challenges and identify solutions. It was good to have a theoretical understanding to contextualise the discussion." **GC, Mazars**

# group

# training

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

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

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



## Self-awareness at work

1 day 19 July £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. You will cover:

- simple, proven processes for improving self-awareness
- handling conflict with confidence
- how to assert yourself more calmly
- giving and receiving better feedback
- questions and techniques for handling and resolving conflict situations
- action planning for future development

"My experience of the course and trainer was very positive and I gained some very practical knowledge. The course exceeded my expectations." **PL, The Institution of Engineering and Technology**

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

CPD

1 day 14 August £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 was all I had hoped for – and more. The content was very well suited to my role and we all received a great deal of attention and learned a lot from each other. I would heartily recommend this course." **DI, John Ellerman Foundation**

## Report writing skills

1 day 22 June & 18 August £245\*\* | £355\* | £395

CPD



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 course was very well led by the trainer who made the content relevant to all of the people attending the course. We received good, practical advice. I would recommend this to colleagues."  
TW, King's College London

## 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 found the course book very helpful. The trainer was also very supporting."  
GR, Smartology

## Print newsletters that will get read

1 day 27 June £245\*\* | £355\* | £395

For anyone planning, writing or editing a newsletter on behalf of their team or organisation

Print newsletters play a central role in building – and keeping – your relationship with your audience. You will learn the tips and techniques that the professionals use to write quickly, creatively and always hit the mark. You will cover:

- audience
- categories of content
- the role of the editor
- sentences and paragraphs
- messages, style and tone
- headlines and photos
- house style, editing, subediting and proofreading
- decisions about design, distribution and evaluation

"Great delivery and pace throughout the day. The course was helpful and interactive and gave a good insight into language, tone of writing and the use of specific words to create mood."  
TP, Catalyst Gateway

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

1 day 13 July £245\*\* | £355\* | £395

For anyone who delivers tenders

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

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

"I now have a better understanding of preparing proposal documents and how to communicate and present them more effectively."  
RC, Picker Institute Europe

## Copywriting

1 day 17 July £245\*\* | £355\* | £395

For anyone writing marketing or promotional material, or those who need to write for an external audience

Whether you are writing marketing emails or print material to promote your services and products, you need to write short, sharp copy that makes your readers respond. This course will help you write copy for your organisation and advise your colleagues when editing their work. You will cover:

- using the right copy and tone for the right audience
- what really is in it for them?
- short, clear writing that achieves its aims
- magic words that make your copy come alive
- five things you need to know about web writing
- evaluating your own writing and the writing of others

"As a result of this course, I have improved my copywriting and built confidence in writing for a range of audiences. I enjoyed the course and the environment very much. Thank you." TG, SSAFA

## Proofreading

1 day 19 July £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. You will cover:

- writing style – general points and house style
- proofreading strategies, tools and techniques
- how to use proofreading symbols
- error hotspots
- misused words and spelling
- understanding format and layout

"The trainer created a relaxed atmosphere and was careful to explain things clearly. There was a good balance of instruction, discussions and exercises." LR, Engineering Council

## Writing skills: the basics

1 day 9 August £245\*\* | £355\* | £395

For anyone who wants to improve their basic writing skills and learn the rules of grammar, punctuation and clear effective writing

If you write at work but are unsure about the basic rules of writing, or missed out on them at school, this abridged version of the two-day writing course may well suit you. We will use a combination of instruction, discussion and some practical work to help increase your confidence and ability to write clear, well-structured English. You will cover:

- keeping it simple – writing in plain English
- tailoring your writing for your audience
- tips on grammar, punctuation and spelling
- checking and editing your writing
- a personal action plan

"The trainer was very approachable and the course was easy to understand with good practical tests. I'm leaving feeling confident to put it all into action when back at work." NW, Anthos London Ltd

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



1 day 11 August £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

"I learned some really interesting top tips for digital writing, understanding your audience and engaging them. I thought the course was incredibly well thought out and delivered in an engaging way."  
HW, Action for Children