

training programme



**New EDI
courses now
available**

page 15

autumn 2018

the-centre

building **skills**
and **confidence**

Venue

All of our Individual courses are held at our main training suite on Old Street, central London. Courses start at 10am and will finish by 4.30pm. Lunch and refreshments are provided.

The Centre training venue:

140 Old Street, London EC1V 9BJ

Located in central London, our venue is easily accessible by tube, train or bus.

Alternatively, we can come to you! If you have four or more people interested in the same course it could be more convenient and cost effective to run a group session.

Visit www.the-centre.co.uk for more information.

Contact us

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

t 020 7490 3030

e info@the-centre.co.uk

w www.the-centre.co.uk



86%

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

Contents

The management ladder page 4

CPD	Moving into management	1-2 October
CPD	Moving up in management	12-13 November
CPD	Moving from manager to leader	8-9 November

Management courses pages 5-12

	Strategy: from the vision to implementation	25 September
CPD	Team leader skills	27 September
	Introduction to leadership	28 September
	Leading virtual and remote teams	28 September
	Event management: intermediate	2 October
NEW	Disability and mental health awareness	3 October
	Transition management	3 October
	Managing better meetings	4 October
	Emotional intelligence in management and leadership	5 October
	Risk management	5 October
	Finance skills for non financial managers	8-9 October
CPD	Influencing skills	11-12 October
	Personal development review: manager's toolkit	15 October
	Human Resources: the basics	16 October
	Monitoring, evaluation and impact assessment	17 October
	Creative thinking and innovation toolkit	22 October
	Managing volunteers	24 October
CPD	Project management	24-25 October
	Developing your personal brand	25 October
	Facilitation skills	31 October
	Coaching skills for managers	1 November
CPD	Event management: an introduction	1 November

Administration courses pages 12-13

CPD	Minutes: taking and writing effective minutes	26 September 29 October
	The Executive PA	26-27 September
	Essential skills for administrators	15 October

Communication courses pages 13-14

CPD	Confident and effective presentations	24 September
	Listening skills	24 September
	Networking and representing your organisation	25 September
	Handling written complaints	4 October
	Advanced face to face communication at work	10-11 October
	Focus groups	10 October
	Effective feedback and conversations	26 October

Personal effectiveness courses pages 16-17

CPD	Time management for administrators	18 October
	Building personal resilience and beating stress	19 October
CPD	Assertiveness skills	22 October
	Increasing performance with positive psychology	23 October
CPD	Personal effectiveness: be more confident at work	29-30 October
	Self awareness at work	2 November

Writing courses pages 18-19

	Writing speeches	1 October
CPD	Report writing skills	16 October
	Writing better letters and emails	17 October
CPD	Business writing skills	18-19 October
	Preparing tenders and proposals	26 October
CPD	Proofreading	31 October
	Persuasive copywriting	2 November

CPD Moving into management: taking on your first management role



2 ½ days 1-2 October
follow-up 16 November 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, 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

"Excellent environment, resources, and facilitation. The content was very meaningful, and the course didn't feel like two whole days!"
CA, King's College London

CPD Moving up in management: extending your management skills

2 ½ days 12-13 November
follow-up 18 December 1.30pm-4pm
£655** | £825* | £925

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

Often managers are in a post for some years, without having any management training. They function well enough in role, and yet they may feel they have missed out on the opportunity to learn and develop new skills, and on some of the practical hints and tips around people management that would make things run more smoothly. 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

"Really well done – it was the best course I have done so far! I have learnt several tactics that I can't wait to take back to the team."
MC, Abortion Support Network

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

2 ½ days 8-9 November
follow-up 18 December 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 course was engaging and challenging, and has given me a lot to think about in areas to look to develop. The trainer did an excellent job of ensuring the course was relevant to the participants in the room." DA, EnergyUK

ILM Management Ladder: the Centre's Endorsed Award



For candidates who wish to begin working towards a recognised management qualification, the Centre offers a nationally recognised Institute of Leadership and Management endorsed programme. This includes any of the three management ladder courses:

- Moving into management;
- Moving up in management; or
- Moving from manager to leader.

The course fee covers:

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

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

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

Strategy: from the vision to implementation

1 day 25 September

£345** | £445* | £495

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

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

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

"I really appreciated being able to bring my strategy work with me to the training session as it meant I could refer the learning back to my work immediately. I love the Centre and its facilities." SG, Farm Africa

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



1 day 27 September

£345** | £445* | £495

For anyone who wants to enhance the performance of their team

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

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

"The course was very interactive, and I was surprised and delighted with the overall outcome! The trainer was lovely, very nice, and clear." BB, Cineworld

Introduction to leadership

1 day 28 September

£345** | £445* | £495

For those looking to understand where their management career might lead

Whether you have management experience or not, understanding the role of a leader will prepare you for the next step. Over the day you will understand different leadership styles and approaches, and get insight into your own leadership style. You will cover:

- The difference between management and leadership
- what does leadership mean in today's workplace
- key skills and characteristics
- leadership styles
- where to focus your development



Leading virtual and remote teams

1 day 28 September

£345** | £445* | £495

For new and established managers that are responsible for leading remote teams

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

- understanding the challenges of a virtual team environment
- building a high performing virtual team
- motivating and coaching your team from a distance
- using communication tools effectively
- planning and conducting virtual meetings
- developing yourself as a virtual leader

"The course was wonderful; I found it really insightful and there was lively debate amongst the group. The trainer was very engaging." NP, Cancer Research UK

Staff development programmes



We have 22 years of experience in supporting and developing staff, managers, and leaders within organisations through our interactive, innovative and adaptable staff development programmes.

Whether you have 20 new recruits in need of induction training, 200 managers ready for the next step, or require a complete shift in culture within your organisation, we can design and deliver an effective, practical, and results driven training programme that is tailored to the specific needs of the organisation, and the individual learners.

We endorse a four phase approach to programme management and we've found this methodology ensures that the organisations we support get a relevant, real-to-work and impactful training programme.



Discovery

• During this phase we get a solid understanding of your challenges, priorities and culture.



Design

• The Discovery phase informs our design work to ensure we create engaging, challenging and 'real-to-work' case studies.



Delivery

• Starting with a pilot cohort we will deliver the bespoke workshops at your organisation. We can deliver training all over the UK, and internationally!



Impact

• We will revisit the measures agreed during the Discovery discussions and give ongoing updates from learners, their managers and agreed HR metrics.

What will your staff development programme look like?

Well, that all depends on what you need! We're able to build your training programme completely from scratch. Our development programmes include:

- Standard and tailor-made courses
- Action learning sets
- Homework and learning assignments
- ILM accreditation
- CPD hours
- Psychometrics or personality tests
- Organisational improvement projects
- Facilitation, mediation and coaching

Let's start your journey

At the Centre we're all about people, which is why we like to start development programmes with a face to face briefing.

To organise this, or to have an initial conversation, contact grouptraining@the-centre.co.uk or call 020 7490 3030

Event management: intermediate

1 day 2 October

£345** | £445* | £495

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

This one-day course is a hands-on, high content workshop designed to give you all the tools you need to run successful events – on time, on budget, every time. You will get clear, logical, easy to follow advice covering pre-event market research, event design, venue evaluation and selection, event programming, promotion and delivery. You will get a reference material, top tips, planning aids and access to our unique 8-stage event planning process. You will cover:

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

"The Centre has a comfortable and relaxed atmosphere in which to learn and I am consulting the handbook and my notes for the next events we are planning."
AR, Nuffield Foundation

Disability and mental health awareness

NEW

1 day 3 October

£345** | £445* | £495

For anyone who wishes to develop the tools and understanding to support staff

There are many forms of disability and mental health issues that can affect people at work; some obvious, others hidden. Organisations have a duty to provide support and promote opportunities to all, but many people with disabilities and mental health challenges still face barriers, a lack of understanding and even discrimination. This course will examine the experiences and challenges of people with disabilities and mental health issues at work, the reasonable adjustments that can be made and the practical steps that everyone can take to promote a supportive and understanding environment for all. You will cover:

- what we mean by disability and mental health
- the legal background
- understanding experiences
- types of disabilities
- how to provide support
- an introduction to neurodiversity

Discover our other new courses on page 15

Transition management

1 day 3 October
£345** | £445* | £495

For anyone who wants to better understand how to handle the impact of change in the workplace

Whatever the reason, whether it be a merger, a reorganisation or a new initiative, change is sometimes imposed on us; whether we like it or not. In this course, we will focus on three key areas; the dynamics of change and the importance of thinking it through; how change affects people and how they react; and strategies for leading and managing effectively and with credibility. You will cover:

- setting yourself up for success
- aspects of leadership, management and change process
- managing the transition
- working through the change curve
- meeting resistance
- Kurt Lewin's concept of 'unfreeze, move, refreeze'
- communicating change

"The course helped me to manage communications with my staff over the impending changes."
JS, Breast Cancer Campaign

Managing better meetings

1 day 4 October
£245** | £355* | £395

For anyone who runs or manages meetings

There are many things that can hinder meetings; lateness or poor attendance, agendas that need to be changed throughout the meetings, negative participants, and even poor time management. But once you've learnt how to avoid these problems, and instead run effective and efficient meetings, you and your organisation will reap the rewards. This one day 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
- working with the minute taker
- dealing with difficult people and conflict

"The course was excellent; it kept my interest throughout and I learnt so much with the great examples and exercises." GL, L&Q

Emotional intelligence in management and leadership

1 day 5 October
£345** | £445* | £495

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

Emotional intelligence; how you recognise, use and learn from your emotions, is increasingly being seen as a key tool 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 felt I was given some very useful information and advice on how to work with my own team/ circumstances. I think the course will equip me to be a better manager and I am already planning how to put what I have learnt into action"
LT, Help for Carers

all courses

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

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

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

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

DT, Kings College London

Risk management

1 day 5 October
£345** | £445* | £495

For anyone who needs a structured approach to managing risks at a strategic, programme, project or operational level

Effective risk management is a foundation for managing your business but there is much more to success than 'compliance' and multi-coloured risk registers! Whether you are working at a strategic, programme, project or operational level, this one day course has been designed to share tools and techniques that will help you ensure that the processes of risk management become embedded in your day-to-day activities and decision-making. You will cover:

- exactly what is risk?
- is risk always negative?
- managing risks
- management strategies
- the risk strategy cycle
- choice and avoiding complacency
- living with risk and embedding risk thinking

"The course was an excellent introduction, enhancing my limited knowledge. There were good explanations of the risk management process with excellent examples and alternative views." **PC, Universities UK**

Finance skills for non financial managers

2 days 8-9 October
£655** | £825* | £925

For managers, board members and budget holders across all sectors who need to know about organisational finance

This two-day course will demystify financial accounts using plain English, in order to help you improve the profitability and performance of your business. The course covers a range of tools and concepts and you will leave with a thorough grounding of finance and how it works. You will cover:

- financial accounts including profit and loss accounts, income and expenditure accounts, and analysing your accounts
- terminology
- analysing trends in financial flows
- reading a balance sheet
- the budgeting process
- management accounts
- a template to forecast the effects of changing costs, sales volume and price

"It was really enjoyable overall!! I learned a great deal. We had a very approachable and friendly trainer who was very knowledgeable." **MJ, Historical Association**

CPD Influencing skills

2 days 11-12 October
£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

"I wanted tools and tips to take away and to develop my style and approach; I certainly got that from the course!" **JM, Water UK**



Personal development review: manager's toolkit

1 day 15 October
£345** | £445* | £495

For managers who require the skills, knowledge and attributes required to deliver effective review meetings

Personal development and appraisals meetings are often seen as something to rush through and can be seen as 'box ticking' exercises for HR. This one-day course will help you to motivate your staff to view their review process as a valuable tool for assessing their performance. Learn why skilled and meaningful appraisals are key to organisational success and how to make sure that your system is fit for purpose. You will cover:

- why hold review meetings
- the ingredients for effective personal development reviews
- creating an environment conducive to review meetings
- developing objectives
- the psychology of appraisals
- individual action plan

Human Resources: the essentials

1 day 16 October

£345** | £445* | £495

For managers who need an understanding of key HR challenges

Knowing about basic HR is essential for developing your staff and avoiding costly mistakes. Led by a qualified HR professional, this course offers a taster of the kind of issues you are likely to face, and how to go about dealing with them. It will give you a better understanding of HR fundamentals, as well as the value of HR and people management, through a series of case studies, information sessions and group discussions. You will cover::

- essentials of employment law
- recruitment and selection
- getting the best from your staff
- managing sickness and absence
- dealing with difficult employment problems
- a checklist for disciplinary action
- how HR strategy can make your organisation work better

"Very useful content and a good group size which allowed for relevant discussion. Thank you for the lunch and refreshments throughout the day." SA, UK Mission Enterprise

Monitoring, evaluation and impact assessment

1 day 17 October

£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

"My overall experience was very good and highly beneficial. I left the course with a lot more knowledge than I knew before." PO, City of London Corporation

Creative thinking and innovation toolkit

1 day 22 October

£345** | £445* | £495

For anyone who wants to improve their creative thinking or who wants to facilitate creative thinking in their team or workplace

This one-day course first covers some basic theory and background, clarifying what the world of 'creative thinking' and 'innovation' looks like. It then looks at principles, practices and tools around creative thinking in particular. There will be opportunities to apply the tools and techniques, practice running creative thinking sessions and being a creative thinker yourself, giving you a creative thinking toolkit to use in the future. You will cover:

- the definition of creativity and innovation
- creative thinking in work and the wider world
- basic psychology – how the mind works
- mental state, socks, and filters
- creative and problem-solving thinking tools
- creative thinking toolkit to take back to the workplace

"This has been really helpful and made me think about other ideas and broadening horizons. I gained some great tools that can really be used in practical settings."

KB, Metropolitan Housing association

group training

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

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



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

Managing volunteers

1 day 24 October
£345** | £445* | £495

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

The not-for-profit sector already has a great track record in working with volunteers. In the current climate, when funding is tight, having a team of volunteers to call on is more important than ever. 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, by including them in a robust system of management. It will help you to ensure that you recruit the right volunteers for your organisation and manage them so as to harness their skills and experience effectively. 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

"An excellent course with lots of useful discussions and a mix of listening and participation. A very useful and interactive day."
TL, Whale and Dolphin Conservation

CPD Project management

2 days 24-25 October
£655** | £825* | £925

For those with who want to learn the basic skills of project management and get practical tips and techniques

This two-day Project management course in London looks at every aspect of managing a project. Working on your own case study, you will learn, and apply, the many tools and techniques involved. It will help you get more structure into your management of projects. You will cover:

- defining a project
- planning and sequencing your project
- risk management
- drawing up a realistic project budget
- working effectively with your team
- stakeholders and champions
- monitoring and evaluation

"Great course! It was really helpful to take a step back and reflect on how I manage projects and what I can change I action. The trainer was really engaging." T R-D, Association of Commonwealth Universities



Developing your personal brand

1 day 25 October
£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

"The course was excellent. The trainer was very experienced and the course has provided me with mechanisms for the future."
EG, NHS Digital

Facilitation skills

1 days 31 October
£345** | £445* | £495

For anyone who needs to facilitate discussion and those who want to increase their communication skills

A facilitator is a coordinator, leader, thinker, negotiator, timekeeper, recorder, referee, and neutral observer. This facilitation training course looks at principles, values and techniques for dynamic, participatory and experiential facilitation. There will be opportunities to apply the tools and techniques and practice facilitation yourselves. This course is perfect for anyone with little or no experience in facilitation. You will cover:

- the art and values of facilitation
- processes
- the skills of a facilitator
- facilitation tools
- facilitation for meetings and more
- team-building
- problem solving
- cross-cultural work and equal opportunities

"I now really feel I have the ability to be more confident in my skills and apply to training for others. The training was very engaging and informative and made it very clear to how I can relate it to my job/role and improve my skills." CH, Diabetes UK

Learning Partnerships

We understand that planning, budgeting, scheduling and evaluating your organisation's learning activities can be difficult, that's why we have created our Learning Partnerships.

Our Learning Partnerships give you the opportunity to maximise your training budget by using it across all of the services we provide including but not limited to:



Group training days at your organisation



Tailored learning consultancy



Facilitation of awaydays

Our clients trust us with their training needs and see us as a learning partner, not just a training provider.

You can be reassured that our accountability doesn't end when the training day is over. We are there for the entire journey, and we're as keen to see the results of our efforts as you are.

We provide additional benefits alongside all of the training programmes we deliver and for every level of service. If you don't end up spending the whole budget within the year, we will carry it over to ensure that you can really make the most of it!



Courses for individual employees



Coaching and mentoring

What our clients say

The Centre has proven to be not just a supplier, but a true partner. They take the time to listen and understand our business challenges and our people. Working with suppliers can often be very transactional, but our Learning Partnership with the Centre is more than a commercial arrangement. They are welcoming, warm and at great pains to make our working relationship as easy as possible. SS, Financial Services Compensation Scheme



Our Learning Partnerships



GOLD

One free bitesize workshop delivered at your organisation for up to 25 delegates

Three free learning resources for your internal learning management system

Five free places on Individual training courses at the Centre (subject to availability)

One free full-day standard Group training workshop delivered at your organisation for up to 12 delegates

Free personal L&D Advice with our resident Organisational Psychologist:

Between 5-8 days of Learning and Development consultancy

(e.g. reviewing policies, documents, sharing best practice on L&D approaches, conducting focus groups, writing fresh policies, creating appraisal documentation, conducting psychometric assessments and semi-structured interviews)

You would qualify for a Gold Partnership when you bank with The Centre

Over £50,000 + VAT



SILVER

One learning resource for your internal learning management system

Two free places on Individual training courses at the Centre (subject to availability)

One free bitesize workshop delivered at your organisation for up to 25 delegates

Free personal L&D Advice with our resident Organisational Psychologist:

3 days of Learning and Development consultancy

(e.g. reviewing policies, documents, sharing best practice on L&D approaches, writing fresh policies, creating appraisal documentation)

You would qualify for a Silver Partnership when you bank with The Centre

£20,000 - 49,999 + VAT



BRONZE

One free place on an Individual training course at the Centre (subject to availability)

One free day of preparation time for a tailored or bespoke Group training workshop delivered at your organisation for up to 12 delegates (delivery rates still apply)

Free personal L&D Advice with our resident Organisational Psychologist:

1 day of Learning and Development consultancy

(e.g. reviewing policies, procedures, documents, sharing best practice on L&D approaches)

You would qualify for a Bronze Partnership when you bank with The Centre

£15,000 - 19,999 + VAT

Contact us now on grouptraining@the-centre.co.uk or call 0207 490 3030 to become a learning partner and get the most from your training budget!

Coaching skills for managers

1 day 1 November
£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 trainer was clear, encouraging and made the day a safe one to explore coaching and put it into practice."

FA, The Royal College of Pathologists

CPD Event management: an introduction

1 day 1 November
£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

"The trainer was excellent and gave us plenty of opportunities to share our experiences. The course was an excellent overview of the role of an event manager/coordinator."

CK, Port Equipment Manufacturers Association



CPD Minutes: taking and writing effective minutes

1 day 26 September | 29 October
£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

"The trainer was very engaging and kept me interested all day – fabulous! I learned I wasn't nearly as bad at minutes as I thought. Thanks!"
PG, Intermediate Capital Group



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

2 days 26-27 September
£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

"Absolutely brilliant! A very enjoyable day that held my interest throughout and also taught me a LOT about myself!"
LG, Evolve Housing and Support

Essential skills for administrators

1 day 15 October
£245** | £355* | £395

For administrators, secretaries and receptionists

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

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

"Excellent – I would strongly recommend this course! The trainer is really nice, kept me interested, and made me want to learn more."
KW, Day Lewis PLC



CPD Confident and effective presentations

1 day 24 September
£295** | £395* | £445

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

Giving a presentation can be a scary prospect, but it is possible to learn how to present well, and enjoy it! This practical and enjoyable course is designed to give you the confidence and skills to deliver effective presentations that will be understood and valued by your audience. You will get plenty of 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 thought the course was brilliant and I am so glad I signed up to it. The trainer was great, made me feel comfortable, and pushed us out of our comfort zones."
KB, Association of British Travel Agents

Listening skills

1 day 24 September
£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 trainer was very friendly, interactive, captivating and knowledgeable. The course made me see another side of communicating and think of it in more depth."
LD, Merseyside Police

Networking and representing your organisation

1 day 25 September
£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

"The course met and exceeded my objectives, giving me food for thought on my value and how to be myself and that it's okay!" A, National Council for Voluntary Organisations

Handling written complaints

1 day 4 October
£295** | £395* | £445

For anyone who needs to confidently deal with complaints in writing – by letter, email or social media

This course introduces the key skills for responding to complaints clearly, concisely and confidently in writing; by letter, email and social media. Participants will learn why people complain, and how to turn a complaint into a positive customer experience. They will understand how to prevent a complaint escalating by demonstrating empathy, and how to achieve a friendly, professional tone. They will also learn how to analyse, plan and structure an appropriate response. You will cover:

- what creates a good customer experience
- writing style and language
- analysing a complaint
- responding by letter, email, or social media
- checking your work

"The course completely met all my objectives and more. Excellent training and I now feel more confident to be able to tackle complaints in the right way." KR, Brighton and Hove CCG

Advanced face-to-face communication at work

2 days 10-11 October
£595** | £755* | £855

For leaders, entrepreneurs, managers, trainers and anyone who relies 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. The course will cover:

- principles of high-level interpersonal communications
- developing energy and connection
- assertiveness without aggression
- developing authenticity
- developing listener involvement

"The course content was absolutely brilliant, covered all aspects that I was looking for. The course delivered was above and beyond my expectations." LF, Villa Plus

Focus groups

1 day 10 October
£295** | £395* | £445

For anyone who wants to run or understand focus groups, or who wants to undertake stakeholder research

A focus group can help you find out, and give you the insight you need in order to plan better products and services. You'll learn how to set up and run focus groups effectively, from research methodology right through to analysing and reporting findings. Led by an experienced trainer, this practical, one-day course takes an interactive and practical approach. You will cover:

- when and how to use focus groups
- recruiting the participants
- finding the right venue
- identifying and formulating your questions
- moderating skills
- analysing and reporting findings

"The course had a lot to offer and it was as valuable to me (a first timer) as it was to my more experienced colleagues. All in all, I really enjoyed the training and I am sure it will enhance my work." BC, QS Intelligence Unit

Effective feedback and conversations

1 day 26 October
£345** | £445* | £495

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

"An excellent, well-paced and informative course with plenty of time for discussion and questions. The trainer was enthusiastic and energetic throughout." PS, Electoral Commission

New courses...

We've been busy developing three brilliant new courses that will give you the tools you need to grow and develop. All these shiny new courses are available for Group training, as well as on our Individual programme.

Disability and mental health awareness

There are many forms of disability and mental health issues that can affect people at work – some are obvious, whilst others are subtle or hidden. This course examines the experiences and challenges of people with disabilities and mental health issues at work, and how you can help.

Gender equality

Tackling gender inequality remains one of the most persistent challenges facing organisations. But if equality is to be truly championed with an organisation everyone needs to understand the challenges, the barriers, the impact of their attitudes, and what they can do.

Working with an intergenerational workforce

Each generation experiences life and work differently, and has varying expectations, styles, challenges, and needs. This course considers how to respond to, and how to capitalise on, intergenerational diversity in order to gain the best from the entire workforce.

Feed us with feedback

We love to hear from clients, particularly when they give us useful feedback. If there's a particular topic you'd like us to develop a course on then drop us an email [here](#), or call us on **020 7490 3030**



CPD Time management for administrators: managing time and workload



1 day 18 October
£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 loved the venue and felt at home at the Centre and I have definitely come away with some great tips and strategies to manage my time."
SQ, Scripture Union

Building personal resilience and beating stress

1 day 19 October
£245** | £355* | £395

For anyone who wants to gain practical stress management strategies

Good health, a work life balance, and wellbeing are all key in keeping staff focussed, in a positive frame of mind, and highly productive. Our one-day programme will enable delegates to recognise the symptoms of stress, as well as the effects of stress on the body and mind. Identify your personal stressors and what you can do to maintain a healthy and happy lifestyle. Learn about the latest research from the fields of psychology, neuroscience and contemplative practice, and then practice 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

"The course was great – lots of practical tools to take away! The course leader was lovely and helped lead us through brilliantly and the facilities were wonderful." EC, Kings College London Student Union

CPD Assertiveness skills: a practical approach



1 day 22 October
£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

"Great course; it was really enjoyable and empowering. The trainer was enthusiastic and engaging, and I thoroughly enjoyed the day and feel equipped with useful techniques."
SJ, Nursing and Midwifery Council

Increasing performance with positive psychology

1 day 23 October
£245** | £355* | £395

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

Examine and practice, the processes, tools and highly effective techniques for increasing performance, and achieving success, with positive psychology. You will gain a range of scientific positive psychology approaches, from building a repertoire of positive emotions to understanding and increasing focus. You will cover:

- how the application of positive psychology theories can positively impact performance
- how positive psychology can support us to increase and maintain focus, to improve performance
- the importance of mindset when seeking to increase and maintain performance at high levels
- Increasing 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." GB, Mazars LLP

CPD Personal effectiveness: be more confident at work

2 days 29-30 October
£450** | £675* | £775

For anyone who wants to improve their workplace confidence

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

- how to communicate in an assertive way
- leaving a positive impression
- prioritising your workload
- confidence on the telephone and representing your organisation
- giving talks and presentations
- negotiation skills and communicating difficult messages
- assertiveness in dealing with senior managers and saying “no”

“Amazing – very inclusive, challenging and empowering. The trainer elaborated very well on what messages they were trying to convey.”
LK, Investec

Self-awareness at work

1 day 2 November
£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'll also gain insight into your triggers, behaviours, and responses to others. You will cover: 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

“This course has definitely made things more peaceful for me in the way I approach feedback at work!” CP, Y Care International

Case Study for bespoke **YMCA** Preparing tenders and proposals for YMCA St Pauls Group

The Centre – tailoring a course for a better fit

Sometimes an ‘off the shelf’ course isn’t quite right for an organisation, but a tailored session can be the perfect solution. We recently worked with YMCA St Pauls Group (SPG) to develop a bespoke version of our course Preparing tenders and proposals.

The problem

SPG is a recently merged association of YMCAs, serving young people and communities across London. Their Learning & Development Advisor identified a shared need across the Group for training in how to write proposals and funding bids.

The requirements

For SPG, we arranged a briefing conversation which covered the organisational context, including the reasons for the training, the delegates, and the desired learning outcomes. During the call, the L&D Advisor articulated the strong need for a shared approach across the organisation to bidding; the desire for some supporting systems and processes to help people with their writing; and the types of proposals and bids participants needed to write.

The solution

The Centre selected a trainer with considerable experience in the field to develop the one-day programme. They ensured the day covered; SPG’s Theory of Change for its beneficiaries; its sense of Offer, Value, Experience and Relationships; and the practicalities of writing and presenting an idea.

The result

Attendance on the day exceeded expectations and, with different voices but shared experiences in the room, there were enthusiastic discussions and practical exercises on how the organisation could better describe its services, and support and sustain a pipeline of bids and proposals. Feedback was equally positive with several participants describing the course as “brilliant”.

‘A very useful, thought out, visual and good paced course with a good mix of discussion and exercises.’

Writing speeches

1 day 1 October

£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 acquire user-friendly techniques for researching and composing speeches to engage, inform, entertain and motivate listeners. 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

CPD Report writing skills

1 day 16 October

£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

"My objectives have been exceeded, I will no longer dread report writing! I would strongly recommend this course to my colleagues."
JR, Moat Homes Ltd



Writing better letters and emails

1 day 17 October

£245** | £355* | £395

For anyone who wants to write better letters and emails

Do letters take up too much of your time? Do your emails fall on deaf ears? This course will help you to write more effectively, fluently, clearly and concisely. You will learn how to connect with the reader, get your point across, write action oriented emails, and adapt your style for formal and informal communications. You will leave with a range of useful tips and strategies which will improve your letters and emails at work and save you time. The course will include guidance on:

- planning, structuring, presentation and layout
- writing for different readers and getting the right tone
- getting to the point
- letter-writing conventions and email etiquette
- good beginnings and endings

"The training session was friendly and relaxed. I came away feeling more confident on practices I already used, and with new ideas which I can now use on a day to day basis."
CS, Revision Military Ltd

CPD Business writing skills

2 days 18-19 October

£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

"Really good; I learnt lots of information and techniques about structuring sentences so it is clear and concise – we were also taught what not to do!" JP, Thomas Miller



Preparing tenders and proposals: the pitch, process and presentation

1 day 26 October
£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

"The course was well structured, really interesting, engaging, and helpful. It is the best training I have had!" KM, Picker Institute

CPD Proofreading

1 day 31 October
£245** | £355* | £395

For anyone who needs to improve the accuracy of their communications

Proficient proofreaders make a valuable contribution to their organisation's written material. It's a tough discipline, but with the right approach anyone can become a competent proofreader. 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 course was very interesting and informative. I feel like I have had a great refresher on grammar and key English skills; not just in proofreading."
SW, Thames Valley Air Ambulance

Persuasive copywriting

1 day 2 November
£245** | £355* | £395

For anyone who writes for external audiences

If you are writing on behalf of your organisation, it's because you want your audience to think something, feel something or do something. Our Persuasive copywriting course will give you the skills and confidence to write exceptional corporate copy that has the impact you need. This practical course will focus on your needs and the needs of your origination, directly addressing the obstacles of effective writing and how to overcome them. You will cover:

- understanding your audience
- developing your message
- the right tone every time
- how to get audiences to take action
- evaluating your own writing and the writing of others
- your own personal plan to Improve your copy

"The course has a really good amount and mixture of content, it was well constructed and kept me engaged all day. Thank you!"
SD, The Royal Household

special offers

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



For more information visit
www.the-centre.co.uk
call us on
020 7490 3030
or email
info@the-centre.co.uk

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 upon receipt of your booking. Please contact us if you have not received confirmation within five working days of placing your booking.

Cancellation and transfer policy

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

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

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

The Centre mailings

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



Courses with this symbol next to them are CPD accredited. To find out how many CPD hours you can gain from attending these courses visit www.the-centre.co.uk.



book

online at

www.the-centre.co.uk

email

info@the-centre.co.uk

call

020 7490 3030