

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.

CPD

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



training programme



Discover our latest offers

See page 15

early spring
2018

book

online at www.the-centre.co.uk

email info@the-centre.co.uk

call 020 7490 3030

the-centre
building skills
and confidence

Venue

All of our 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.

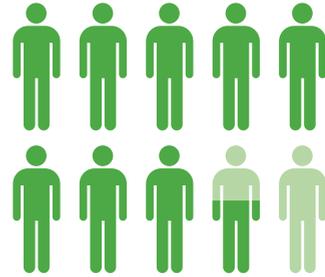
Contact us

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

t 020 7490 3030

e info@the-centre.co.uk

w www.the-centre.co.uk



86%

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

21 years
of performance
enhancing
training



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Moving into management: taking on your first management role

CPD



2 ½ days
6-7 March follow-up 25 April 1.30pm-4.30pm
£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

"I wish I could have gone on this course 6 years ago! It has given me the knowledge and confidence to deal with an ongoing issue."
LD, The Property Ombudsman

Moving up in management: extending your management skills

CPD

2 ½ days 1-2 March follow-up 25 April 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 really good, quick paced and at the right level for us all. It really helped to get experience from others and hear about their ideas and problems."
LM, British Society for Rheumatology

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

CPD

2 ½ days 22-23 February follow up 17 April 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 very informative! It raised some questions and gave answers that will enable me to move forward with my career progression."
DD, Rentec Ltd

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.

Handling difficult people and situations: essential tools

CPD

1 day 12 February £345** | £445* | £495

For managers who need to deal with challenging attitudes and behaviours

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

"My expectations were met on this course, and the trainer gave us a lot of tips and tools to refer to. Using real life experiences also helped in developing awareness."
MML, Universities UK

Budgeting skills for non financial managers

1 day 16 February £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

"The trainer was highly engaging, the overall atmosphere was relaxed and everyone felt at ease to have open discussions. The course was interactive which really helped my learning."
JD, The Frontline Organisation

Event management: intermediate

1 day 19 February £345** | £445* | £495

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

A one-day course aimed at event managers who want to learn new approaches and tactics for managing events. There will be a focus on targeting your marketing, communication, and event to your specific target audience. There will be group discussion, self-reflection and the opportunity to seek advice from our expert trainer who has been organising large scale events for many years. You will cover:

- conceptualising an event
- team management
- marketing and promotion
- managing stakeholder expectations
- evaluation and review

"The course and the trainer was fantastic I learnt a lot for future events. The Centre is very accommodating and homely."
TH, Metanoia Institute

all courses

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

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

"The centre is a great training venue; excellent facilities and tasty lunch and refreshments throughout the day."

SK, Citizenship Foundation



Project management

2 days 20-21 February £655** | £825* | £925

For anyone who manages projects – large or small

We all have to manage a project at some time – a self-contained piece of work which starts and ends independently from your core work. Based on practical, work-based examples, this course enables you to draw up terms of reference, define critical success factors, produce a realistic budget, develop an effective project team and evaluate success. You will cover:

- defining different kinds of projects
- defining terms of reference and aims and objectives
- planning, timescales and deadlines
- drawing up budgets and working with the project team
- risk management
- working effectively with your project team
- monitoring and evaluation

CPD



"Fantastic! The trainer was excellent and I have picked up lots of tips and tricks that I am sure to use in my day to day working life."
SB, Cancer Research UK

Strategic planning and thinking skills

2 days 22-23 February £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:

- clarifying mission, vision, values and direction of travel
- challenging assumptions
- looking at the bigger picture
- thinking about strategic outcomes and impact
- ideas and tools to facilitate strategic planning
- how to implement and communicate your plan, and assess its success
- undertaking effective monitoring and evaluation

CPD



"I have been to several courses around the world, in the States, Dubai etc but I am really impressed with what I have learnt. The trainer and the Centre has really ignited my passion to stand out in my organisation."
ET, Ghana Revenue Authority

Introduction to leadership

NEW

1 day 27 February £345** | £445* | £495

For anyone starting out in a leadership or management position and interested in getting to grips with the leadership component of their work

Understanding the skills, qualities, and characteristics of a leader is vital if you're looking to take the next steps in your management career. This course gives a clear idea of the leadership component of your role and what this means for you in practice. You will also have additional insight into your strengths in leadership and areas for development. You will cover:

- the importance and purpose of leadership in 21st century organisations
- management v leadership: what's the difference?
- frontline and grassroots leadership
- leadership: the key characteristics
- styles of leadership and your response to these
- the leader as communicator
- leading teams: the core issues
- readiness for leadership: an opportunity for self-audit

"Excellent venue with very nice people. I got some useful hints and tips to take back to work with me."
SE, NatCen Social Research

Human Resources: the essentials

1 day 5 March £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. 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 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
- a checklist for disciplinary action
- how HR strategy can make your organisation work better

"This was a very useful course! The trainer made it interesting and it was interactive. In the long term I will benefit from new ideas it has given me."
AM, Retail Banking Research

Training the trainer

2 days 8-9 March £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
- facilitation skills, including your personal presentation skills and handling difficult situations

"I got some really helpful ways of structuring sessions and practical tips to think about, I will definitely be putting some of the ideas into practice."
HF, Nursing and Midwifery Council

Team leader skills: building and leading a high performance team

1 day 12 March £345** | £445* | £495

For anyone who wants to enhance their team's performance

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

- building the perfect team
- managing yourself as team leader
- directing your team's work
- inspiring and motivating your team
- common challenges for team leaders

"I feel like I now have the tools I need to make effective changes to my management style. The course has been incredibly useful – lots of practical skills I can put into place."
LN, Friends of the Elderly

CPD



Delegation skills

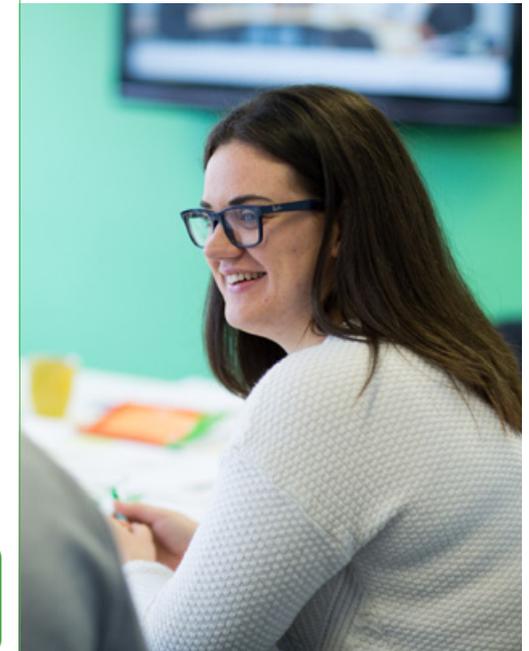
1 day 13 March £345** | £455* | £495

For managers at any level who want to improve their delegation skills

Delegation is an essential part of management yet many managers are afraid to 'let go' of vital tasks, feeling that they run risks in delegating and that 'it's quicker to do it myself'. This course will give you the essential tools you need to delegate well. You will learn when delegation works and when to avoid it, how to choose who to delegate to, and how to make sure every aspect of the delegated task has been heard and understood. You will cover:

- the importance of delegation in managing effectively
- selecting the right person to delegate to
- how to avoid 'dumping' (but still get the mundane stuff done)
- nine steps to delegation
- five levels of delegation and how to choose the appropriate level
- effective communication in delegation

"I have gained confidence in delegating and my objectives were met fully. I would love to come to the Centre again for training!"
SD, Girlguiding



Handling difficult people and situations: extending your skills and confidence

2 days 14-15 March £655** | £825* | £925

For anyone anyone who needs to deal with challenging attitudes, behaviours and situations

Whether it's disciplining a colleague or handling a sensitive issue, we all face difficult communications challenges in the workplace. They are unpleasant, stressful and can be very emotionally draining. It's awful when it's a customer but can be even worse when it's a team member or manager. Our two-day course has been designed to give you the confidence and know how to handle these challenges professionally and positively. You will cover:

- bringing out the best of people at their worst
- communication in a digital aid – pitfalls of phone and email
- persuasion and influence
- handling complaints
- what makes people behave in a difficult way
- how to build your confidence and assertiveness
- dealing with aggression

"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 & Hove CCG

Leading virtual and remote teams

1 day 19 March £345** | £445* | £495

For new and established managers that are responsible for 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 how this can 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, such as Skype and Webex
- planning and conducting virtual meetings

"I definitely gained a valuable insight into this course. The trainer was great and delivered the course with a great style." ES, The Diana Award

Influencing skills

2 days 20-21 March £595** | £755* | £855

For people who need to shape opinions and change minds

CPD



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 now have a better understanding of different frames and how I approach situations. I have found the course very useful and I will be implementing the things I have learned, thank you!" CL, National Council for Voluntary Organisations

Listening skills

1 day 22 March £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

"This course has made me much more aware of the types of skills which I could employ and the types of body language to use to get the best interactions with friends and colleagues." SR, Merseyside Police

Creative thinking and innovation toolkit

1 day 27 March £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 and 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

"I wanted to be able to think more confidently and be creative, and I now have the practical tools to do this and already have a great new idea – really enjoyable course." JB, Breast Cancer Campaign

Business planning: turning the vision into reality

1 day 27 March £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

"Excellent trainer and environment for training. The course was well structured and informative and the trainer was clear, engaging and knowledgeable." LO, Chain of Hope

Equality, diversity and inclusion

1 day 28 March £345** | £445* | £495

For anyone, at any level of an organisation, who wants to develop the right tools and understand how to be confident in applying equality, diversity and inclusion in the workplace

Equality, diversity and inclusion are everyone's business. But the concepts can seem complex and even divisive. This one-day Equality, diversity and inclusion training demystifies the Law and the issues. Its practical focus provides a common-sense understanding of how equality and diversity apply in everyday working life. You will cover:

- what equality, diversity and inclusion mean to you and your current concerns and issues
- the Law and how it applies to you
- everyday equality situations and how to handle them
- how to make your work and workplace more inclusive
- when and how to challenge behaviour and assumptions
- how to use language appropriately

"This was a very enlightening and helpful course. The trainer encouraged us to think deeply about issues surrounding diversity, both as individuals and as a group in a relaxed and positive atmosphere." IK, Lambeth Palace Library



Customer care and telephone skills

1 day 26 February £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 learnt how to build effective relationships through communication and how to deal with different personalities to get the desired outcomes. The course and trainer were fantastic and engaging."
EO, STEM Learning

Minutes: taking and writing effective minutes

CPD



1 day 2 March & 23 March £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:

- the purpose and use of minutes
- 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
- minutes and The Freedom of Information Act

"The course was amazing! The trainer made the course both interesting and engaging throughout and I now feel much more confident and able when taking minutes."
JT, Thames Luxury Charters Ltd

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

2 days 15-16 March £450** | £675* | £775

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

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

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

"The course was exactly what I needed, I now feel confident and ready! The training was amazing! It was great that the trainer tailored the content to meet all of our needs." ND, City Fibre

Effective office management

2 days 20-21 March £450** | £675* | £775

For those who deal with the day to day running of the office

An efficient office is often commented on or given due praise. An inefficient office can cause stress and strife amongst staff. This two-day course will help you develop an assertive and organised approach to managing people and processes in your office. It includes key management skills and planning techniques to improve information flow and achieve objectives. You will cover:

- the role and responsibilities of a successful office manager
- prioritising your workload and minimising stress
- motivating staff, giving feedback and delegation
- using project management tools
- managing a budget
- controlling meetings and briefings constructively and assertively
- dealing with change

"The Centre had lovely facilities and very welcoming staff. The course materials were very informative and extensive – great for taking away to work on." GB, Cabinet Office

Communication in the workplace

1 day 13 March £295** | £395* | £445

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

Whether it's writing an email that will get read, making a difficult telephone call or getting your point across in a meeting or presentation, good communication skills are essential in today's organisations. 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

"Excellent tips and discussion on these areas it covered the full process from aims/objectives. It was very useful and allowed me to clearly see where I need to improve." CW, University of Sheffield

Confident and effective presentations

CPD

1 day 22 March £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
- understanding how best to inform and motivate your audience
- 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 would recommend this course to anyone who has a fear of presenting. The trainer makes you feel at ease and is completely aware of how hard this experience can be for someone who finds it difficult to present to a room of people." LL, Gateway Housing



group training

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



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

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

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

MS, Prostate Cancer UK

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

Increasing performance with positive psychology

1 day 9 March £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 gain a range of positive psychology approaches, from building a repertoire of positive emotions, to understanding and increasing focus to stay on track with performance related goals. 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

"An excellent course that covered a variety of topics at the right level and used plenty of practical examples and interaction. Overall, excellent!" **CC, Financial Services Compensation Scheme**

Time management for administrators: managing time and workload

1 day 14 March £245** | £355* | £395

For administrators and office staff struggling with a heavy workload

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
- tips and techniques for meeting deadlines
- managing phone calls, emails and dealing with interruptions

"The course was very good! We covered a lot of ground and the trainer was warm, friendly, interesting and fun. The course met my objectives and made me see things from a different perspective."
MR, Colfe's School

Assertiveness skills: a practical approach

1 day 19 March £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

"The course met my learning objectives. I would recommend this course to anyone who is in the same situation as me. In my opinion, this was a really good experience, the course was so useful!"
AT, Flourish Healthcare UPP



CPD

top seller

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Report writing skills

1 day 28 February £245** | £355* | £395

For anyone who needs to complete a complex form or write reports for committees, boards, or 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

"I have learnt how to structure any correspondence or reports correctly. The course was excellent and I'm so glad I have done it. The trainer was very helpful explained all aspects clearly."

JM, T Brown Group

CPD



Proofreading

1 day 12 March £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:

- the difference between proofreading and copy-editing
- 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
- style and proofreading checklists

"The trainer was excellent and managed the time, exercises, and attendees' participation well. This course has been very helpful in providing understanding and an approach for a skill needed in my workplace." CM, The National Autistic Society

Writing skills: the essentials

1 day 16 March £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
- confusing words and usages
- capitals, numbers and other style points
- making your writing look good
- checking and editing your writing
- a personal action plan

"The course was organised fantastically and calmly and comprehensively run. There were interactive discussions which were tailored well to the organisation. I thoroughly enjoyed the days training." EB, Client Earth

CPD



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Put a spring in your step with 30% off selected courses if you book before 9 February 2018 with the code **Brochure30!**

Human Resources: the essentials 5 March
Leading virtual and remote teams 19 March
Equality, diversity and inclusion 28 March

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