

How to book

You can book all courses online at www.the-centre.co.uk

Alternatively you can email your booking to info@the-centre.co.uk or call 020 7490 3030.

Course fees

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

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

Standard price applies to all other organisations.

All fees are subject to VAT.

Payment

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

Special requirements

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

Confirmation of booking

We will send you a confirmation letter via email when we receive your booking. Please contact us if you have not received confirmation within five working days of placing your booking.

Cancellation and transfer policy

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

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

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

The Centre mailings

If you wish to add, edit or remove your details from our mailing list, please email 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
group
training

See page 8

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

The Centre training venue:
140 Old Street, London EC1V 9BJ

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

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

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

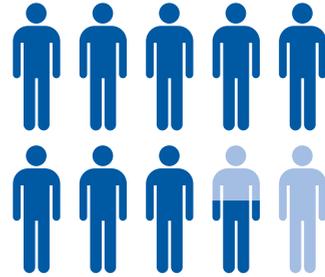
Contact us

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

t 020 7490 3030

e info@the-centre.co.uk

w www.the-centre.co.uk



86%

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



Contents

The management ladder page 4

CPD Moving into management	9-10 January 5-6 February
CPD Moving up in management	Request dates
CPD Moving from manager to leader	Request dates

Management courses pages 6-7

Coaching skills for managers	29 January
Emotional intelligence in management	30 January
Finance skills for non financial managers	30-31 January
Appraisal skills	7 February
CPD Event management: an introduction	7 February
CPD Handling difficult people and situations	12 February
Budgeting for non financial managers	16 February

Administration courses page 9

CPD Minutes: taking and writing minutes	8 January 8 February
Essential skills for administrators	1 February

Communication courses page 11

PR strategies that work	17 January
CPD Confident and effective presentations	25 January
Networking and representing your organisation	29 January

Personal effectiveness courses pages 12-13

CPD Time management for administrators	16 January
CPD Assertiveness skills: a practical approach	24 January
Mindfulness at work: an introduction	31 January
CPD Time management for managers	1 February

Writing courses page 13

Digital writing	2 February
-----------------	------------



online at www.the-centre.co.uk

email info@the-centre.co.uk

call 020 7490 3030

Moving into management: taking on your first management role

CPD



2 ½ days

9-10 January follow-up 26 February 1.30pm-4.00pm

5-6 February follow up 26 March 10am-12.30pm

£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 feel like this course has definitely met my objectives. I've learnt a lot of new skills, from both the trainer and other delegates. I thought the course was great and I've come away a much better manager!"
BB, Mothers Union

Moving up in management: extending your management skills

CPD

2 ½ days

Call to register interest

£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 even more conversational than I had hoped for and was set in a relaxing atmosphere. I took a lot away from the session, and the course met my objectives" JK, Picker Institute Europe

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

CPD

2 ½ days

Call to register interest

£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

"I felt so well looked after at the Centre, it's a very friendly place. The course was very positive and I liked the ethos of the Centre and the trainer" NM, British Academy

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.



Coaching skills for managers

1 day 29 January £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 in order 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 it 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 course content was absolutely brilliant, covering all aspects that I was looking for. The course delivered was above and beyond my expectations. The trainer was an absolute delight to work with and I hope to see some really positive impacts on the team." **LF, Villa Plus**



Emotional intelligence in management and leadership

1 day 30 January £345** | £445* | £495

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

Your emotional intelligence, how you recognise, use, and learn from your emotions, is increasingly being seen as the key intelligence for effective management in the workplace. This course provides you with a comprehensive introduction to the concept of emotional intelligence, what it may mean for you and how you can develop the competencies needed to improve your professional practice. You will cover:

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

"I 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**

Finance skills for non financial managers

2 days 30-31 January £655** | £825* | £925

For anyone who needs to understand their organisation's finances

If you have difficulty communicating with your auditor or your finance department, this is the course for you. We look at every aspect of financial management and use both case studies and your own accounts to illustrate theory in a really practical way. You will come away more confident and able to communicate on equal terms with financial professionals, including your treasurer, finance officer or accountant. Over the two days you will cover:

- income and expenditure accounts
- balance sheets and how to read them
- building a reliable budget and managing your budget throughout the year
- cashflow statements and what they tell you
- costing a project or product

"Sometimes courses can be patronising but I felt very challenged on this course and have learnt a lot of new things. It's the best course I have ever attended." **CS, Reading University Student Union**

Appraisal skills

1 day 7 February £345** | £445* | £495

This course will appeal both to managers who are new to appraisal and to those wanting to review their appraisal system

A good appraisal brings benefits to people and organisations. The course reviews models of appraisal and looks at the different paperwork as well as issues to take into account when setting up a new system. Using case studies and role plays, the course will enable you to adapt your appraisal system to your organisation's culture and will enhance your confidence. The course will give you the skills to run an appraisal interview so as to get the best from your team, both from their point of view and from yours and your organisation's. You will cover:

- the benefits of an appraisal system
- the purpose of appraisals
- different models of appraisal
- how to design and use appraisal forms
- preparation for the interview
- running a positive appraisal interview

"I got a lot of learning from the training and would definitely recommend it to others. I have pointed a few people in the direction of The Centre since!" **GR, The Scout Association**

Event management: an introduction

1 day 7 February £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
- evaluating the process and the effect

"Excellent! I really appreciated how the trainer took an individual interest making the course relevant to our day-to-day jobs." **AV, Truro and Penwith College**

Handling difficult people and situations: essential tools **CPD**

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

For managers who want to deal with challenging attitudes

Many of us face difficult encounters with colleagues which can have serious repercussions for the whole staff team. This course will equip you with tools and techniques for dealing with different types of situations, giving you the confidence and understanding you need for effective management of difficult situations. You will learn how to effectively communicate with difficult team members whilst ensuring a positive outcome. You will cover:

- knowing how and when to tackle issues
- understanding other people's motivations
- identifying and dealing with behavioural problems before they happen
- dealing with conflict and aggression
- how to build your confidence and assertiveness

"I enjoyed the course and feel I can take a lot away from it; I will also further my learning with my notes, advice and handouts given. There was a lot of advice given that I will be able to apply directly to work." **LC, The International Institute of Tropical Agriculture**

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

"I thoroughly enjoyed this course and came away more confident when dealing with budgets. The trainer was great and so knowledgeable." **SR, Arcadia**

group training

If you have **four or more delegates** that require 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 grouptaining@the-centre.co.uk or **020 7490 3030**.

Minutes: taking and writing effective minutes

CPD

top seller

1 day 8 January & 8 February
£245** | £355* | £395

For anyone who wants to improve their **minute-taking skills**

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

"This course opened my eyes, I can now overcome my fear as I am much more confident with taking minutes after attending this course."
JG, London Borough of Newham

Essential skills for administrators

top seller

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

For administrators, secretaries and receptionists

In any organisation, the admin team has the biggest variety of responsibilities. It has 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

"The course was well presented with brilliant advice on how to improve previous skills. I have also managed to gain some helpful tips to further my administration knowledge. The trainer was superb, very clear and helpful."
DJ, International Federation of Gynecology and Obstetrics



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 venue was fantastic, the lunch was delicious and the informal environment was really conducive to learning.”

SM, City of London Police

PR strategies that work

1 day 17 January £295** | £395* | £445

For those who need a communications strategy to raise the public profile of their organisation

Successful public relations starts with a strategic approach: in promoting an initiative, a service, an issue or a product, the key to achieving the results you want are clear and consistent messages. This course will give you the skills and tools you need to develop public relations strategies that deliver your wider corporate goals. You will cover:

- what PR means to your organisation
- PR as a key component of the ‘marketing mix’
- identifying the key elements of a PR strategy
- audiences, messages, branding
- creating clever PR campaigns
- the difference between strategic and tactical PR

“The course was great at making me focus on the core objectives and strategy with media plans and overall communication projects. I had a great experience at the Centre and the trainer was brilliant.”
GH, War Child

Confident and effective presentations

CPD

1 day 25 January £295** | £395* | £445

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

Giving a presentation can be a scary prospect, but our presentation skills training will boost confidence and you will even have fun at the same time! 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 am going away from this course feeling much more confident for the next time I do a presentation. The trainer was excellent and had a good teaching style - calming, reassuring and focused”
ER, United Jewish Israel Appeal

Networking and representing your organisation

1 day 29 January £295** | £395* | £445

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

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

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

“I wanted to improve on how to introduce myself to people, I feel the course hugely helped with this. I’m attending an event soon which will be a great platform to try the tips out I’ve learnt today!”
JS, Chartered Accountants Benevolent Association



Time management for administrators: managing time and workload

1 day 16 January £245** | £355* | £395

For administrators and office staff struggling with a heavy workload

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

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

"The course has given me confidence to question my managers, ask for deadlines and to negotiate with each other. I've also learned some ways of better planning my time" VF, Fire Fighters Charity

CPD



Assertiveness skills: a practical approach

1 day 24 January £245** | £355* | £395

For administrative staff and those new to supervising or leading teams

If you have trouble being assertive in the workplace, then this is the course for you. 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 exceeded my expectations, covering a broad range of issues which are also super helpful. The trainer was really good; very approachable, knowledgeable and amusing!" AR, Plan International UK

CPD



Mindfulness at work: an introduction

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

For those new to mindfulness or who want to understand the neuroscience behind this practice

This powerful one-day course will introduce you to the emerging science of mindfulness. Mindfulness has been shown by numerous studies to have beneficial effects on health, productivity, resilience and team dynamics resulting in healthier, happier, smarter, more efficient, creative and resilient employees. You will cover:

- what is mindfulness?
- the benefits of mindfulness in an organisational setting
- mindfulness in every day working life: from reacting to responding
- mindful communication
- mindful leadership
- boosting creativity and innovation using mindfulness
- mindfulness and positive psychology

"I attended the course with an open mind, having not had experience mindfulness before. I was particularly interested to learn about how being mindful can assist with negative feelings and the importance of mindful listening." CC, Premier Asset Management



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

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

For anyone who needs to write for their website, corporate blog or social media

As we increase our online communications and understand just how important online audiences are to our success, many staff are realising that web copywriting requires very particular skills. Whether you're contributing to your organisation's website, developing a corporate blog, or building a Twitter campaign, this one-day course will give you the ability to write compelling content that gets you the results you need online. You will cover:

- digital writing – the essentials
- why people leave websites and how to make them stay
- search engine optimisation
- your corporate blog as a strategic tool
- persuasive writing
- writing enews – the essentials
- Evaluating your own writing

"The course totally met my expectations. It was a great way to build a toolbox as well as ideas for both now and the future as projects evolve" KC, Help Musicians U



Time management for managers: work smarter, not harder

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

For any manager struggling to keep on top of their workload

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

- how you currently manage your time and how to improve
- prioritising workload and effective delegation
- dealing with interruptions
- managing stress and 'burn out'
- different time management techniques to develop your personal plan

"The course has given me some very good tips. One of the exercises really showed me that you have to be realistic and not just say yes to everything, I hope to incorporate a lot of the tips in my daily routine and hope this will improve my efficiency." AC, Retail Banking Research



Special

offers



There are so many ways to save money with the Centre!

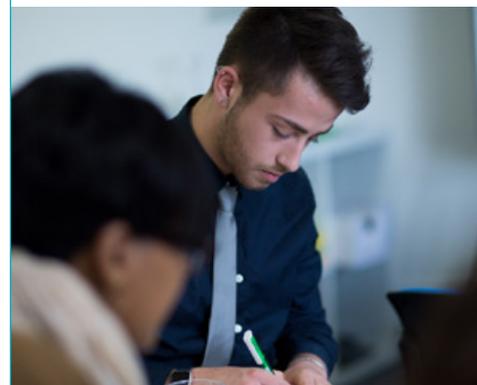
Our **learning vouchers** can save you up to **30% on training courses** for individuals and can be used for up to two years from the purchase date!

For more information and to discover our latest discounts:
visit www.the-centre.co.uk
call us on **020 7490 3030**
or email info@the-centre.co.uk

Would you like to be our **Charity of the Year in 2018?**

Are you a registered charity with a turnover of £3 million per annum or less? Would you and your colleagues benefit from the extensive range of management, communication and administration training offered by the Centre? If so, the Centre's **Charity of the Year award 2018** could be for you.

Now in its 11th year, the Centre's **Charity of the Year award** seeks to create and foster relationships with small charities, helping to identify skill gaps within each organisation and, through our sector specialists, implement the knowledge required in each area.



If selected as our Charity of the Year you can expect to receive up to **24 days of free training courses held on our Individual training programme in central London.**



If you would like any further information regarding selection criteria or an application form please contact us on **020 7490 3030** or info@the-centre.co.uk.

Closing date for applications is 5pm Monday 4th December 2017.