

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



Could you be our Charity of the Year 2018?

See page 15

winter 2017

book

online at www.the-centre.co.uk

email info@the-centre.co.uk

call 020 7490 3030

the-centre
building skills
and confidence

Venue

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

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

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

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

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

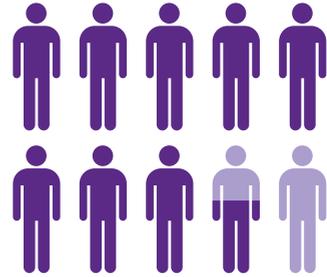
Contact us

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

t 020 7490 3030

e info@the-centre.co.uk

w www.the-centre.co.uk



86%

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



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Moving into management: taking on your first management role

CPD

top seller

2 ½ days

9-10 November follow-up 20 December 1.30pm-4.30pm

27-28 November follow up 15 January 2018 10am-12.30pm

18-19 December follow up 9 February 2018 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

"The course was really useful and very suitable for what I needed. The course met my objectives and actually covered a lot more than I had considered beforehand, so it was a good eye-opener!"

EC, Autulus Limited

Moving up in management: extending your management skills

CPD

2 ½ days

4-5 December follow-up 15 January 2018 1.30pm-4.30pm

£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 touched on a variety of subjects including several I didn't even know I wanted to learn about! I got lots of useful tools to use day to day." SW, Splash Damage

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

CPD

2 ½ days

6-7 November follow-up 20 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 definitely met my objectives. It has offered me a lot to think about and provided new techniques which are really good for putting some energy and positivity back into management." LO, Xenith Document Systems

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.

Budgeting skills for non financial managers

1 day 1 November & 18 December £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. The course takes a practical, hands on and straightforward approach to budget making and will give invaluable tools and techniques to help you develop and control your budget. You will be able to proactively manage your budget, improve your cost control and effectively allocate financial resources. You will cover:

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

"This course definitely helped clarify some confusing terminology and concepts. I found the whole day very interesting and helpful." MT, Refugee Support Network

Event management: an introduction

CPD

top seller

1 day 3 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 and also pitched in with her own ideas and experiences." CK, Port Equipment Manufacturers Association

Handling difficult people and situations: essential tools

CPD

1 day 8 November £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

"The course was brilliant. Very engaging and the trainer was very knowledgeable and helped us all with our own situations. I really enjoyed it and I learnt a great deal." KR, Financial Services Compensation Scheme

Finance skills for non financial managers

top seller

2 days 23-24 November £655** | £825* | £925

For anyone who needs to understand their organisation's finances

If you have difficulty communicating with your auditor or your finance department, this is the course for you. We look at every aspect of financial management and use both case studies and your own accounts to illustrate theory in a really practical way. Over the two days you will cover:

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

"This was a very enjoyable course. The trainer created a relaxed atmosphere and was extremely knowledgeable on the subject, using examples from her time in business and teaching." RH, The Football Association

Managing volunteers

1 day 28 November £345** | £445* | £495

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

Volunteers can be a precious asset to any organisation, bringing with them a host of experience and skills to complement paid staff. This course will help you to get the best from your volunteers in the context of offering them a robust system of management. 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

"This course was an excellent starting point. I can establish good policies and working practices prior to getting our volunteer scheme up and running. The training was excellent – coherent and lively."
PS, Coram Voice

Managing change

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

For managers and leaders who want to bring about positive change in their team, workplace or organisation

Change is the only constant at work and without it we can't go forward. As managers, we need to embrace change and motivate our teams to do the same. This course will give you tools for understanding underlying models of change as well as how to manage and lead others to ensure good results. You will cover:

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

"The course was very useful and covered a reasonable amount for one day. It exceeded my expectations and I have been able to build a personalised plan to take back to the workplace."
NB, Health and Care Professionals Council

Interview skills for managers

1 day 1 December £345** | £445* | £495

For managers and HR professionals who either want to improve their interviewing skills or who are just starting a recruitment role within their organisation

Hiring the right staff is one of the most important management and HR skills and it is critical to get it right. This practical and highly interactive workshop will cover best practice interview techniques and will help participants choose the best candidate for every job they need to fill. It will consider the key steps in the selection process, focusing on the face-to-face interview and how to ensure that this is conducted in the best possible way and yields positive results. The course will cover:

- interview styles
- best/worst interview practice
- walking in the shoes of the interviewee
- conducting behavioural interviews
- conducting competency-based interviews

"I thought the course was fantastic. I feel as though I have achieved a lot thanks to the trainer who was excellent and explained and demonstrated very well."
JJ, National Union of Teachers

Training the trainer

2 days 5-6 December £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 did the course with the hope of consolidating and updating knowledge I already had, and it fulfilled this. It was a very pleasant and positive learning environment and I found the learning style, learning through sharing, very helpful."
AM, Greenpeace

Team leader skills: building and leading a high performance team

1 day 8 December £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

"One of the best courses I have attended. It was excellent, well presented, informative and I have been given plenty of notes and information to take away."
PR, Amnesty International UK

Strategic planning and thinking

2 days 12-13 December £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. This course is suitable for managers with strategic planning responsibility. Although the emphasis is on corporate or organisation-wide planning, the tools and techniques covered will have value for business unit or departmental managers. You will cover:

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

"The course was very good and I've been given loads of tools and resources to help me think more strategically, especially in regards to planning my team work."
ZH, Natural History Museum

Project management

2 days 13-14 December £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

"The course was very exciting and stimulating. The trainer was very knowledgeable and I have thoroughly enjoyed the day, I would recommend it to anyone!"
LL, British Heart Foundation

Managing better meetings

1 day 14 December £345** | £445* | £495

For anyone who runs or manages meetings

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

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

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

Women in management and leadership

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

For women managers, leaders, supervisors or executives

This fast-paced and highly interactive workshop will address many of the issues women face as they progress in their careers. The programme is led by international trainer and communications expert, Susan Croft, herself a leading advocate in women's workplace issues. This is a powerful and dynamic course focusing on communications, career planning, work/life balance and management and leadership development for mid to senior level women managers. This is a unique opportunity to network and share with other women from different organisations. You will cover:

- creating an effective support system
- gender and communication – communicating with brevity and impact
- creating high-performance work teams
- how to avoid getting trapped in the 'Superwoman Syndrome'

"I had a great day at the Centre! It is very rewarding to get the opportunity to take a step back and reflect on your career and life in general." EL, International Aids Society

Internal communication

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

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

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

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

"Probably the most enjoyable course I have been on – very engaging, fun, personalised and extremely informative. The Centre is an excellent venue." AJ, Nabarro LLP

Radio and television interviews

1 day 13 November £295** | £395* | £445

For anyone who talks to journalists or is interviewed on TV and radio

How you present yourself in radio and television interviews has a direct impact on audience opinion of your organisation as a whole. This is a very practical and participative course, run by experienced journalists/trainers. It offers advice and techniques on every aspect of a media interview, from preparation through to body language and clothing. This course helps you to develop the confidence and ability to say what you need and create a positive impression. You will cover:

- understanding the media agenda
- understanding your audience
- identifying what you want to achieve
- developing your message
- anticipating and dealing with questions
- staying in control of the interview, getting your message across
- handling a 'bad news' interview

"My goal was to be more comfortable with radio and TV interviews. I definitely feel more confident now and enjoyed practicing. The course had just the right balance of theory, discussion and practice." JD, US-UK Fulbright Commission

Communication in the workplace

1 day 20 November £295** | £395* | £445

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

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

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

"I feel more confident about effective communication, strategies and particularly my understanding of assertion. I have had a great day, thank you to the trainer and the Centre team." EB, Social Mobility Foundation

group

training

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

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

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



Handling the press and media

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

For all those who take on the role of press officer

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

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

"A brilliant course, all my objectives were met and more. The Centre had fantastic staff and the trainer was absolutely brilliant. I will be immediately looking at what other courses I can do here!" MT, Partners for Improvement in Islington

Confident and effective presentations CPD

1 day 21 November £295** | £395* | £445

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

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

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

"The trainer was very good and gave helpful advice that was relevant and informative. The course has really helped me to see where I need to improve and what I do well." SK, Signalling Solutions

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

2 days 1-2 November £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

“One of the most enjoyable courses I have been on and my interest was held at all times. The Centre is great with fantastic attention to detail, I was made to feel very welcome.” **AC, Corelli College**

Customer care and telephone skills

1 day 14 November £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 loved every aspect of this course! We couldn’t have had a better trainer, and I really loved the venue and the friendly staff.” **MF, Positively UK**

Minutes: taking and writing effective minutes

CPD

top seller

1 day 22 November & 15 December £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

“Absolutely fantastic course – really grateful to our trainer for a very useful and informative session. The venue and the facilities were extremely pleasant and highly maintained. Thank you!” **GW, Pop Up Projects CIC**

Speed reading

1 day 6 November £345** | £445* | £495

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

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

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

“I have learned some great techniques for retaining more information and adjusting my reading speed for the purpose. An excellent course and the trainer was engaging, witty and attentive to the group.” **EGM, International Criminal Court**

Personal effectiveness: be more confident at work

CPD

2 days 15-16 November £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:

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

“Excellent! The course structure was great – starting with a short session on self-belief which really made me understand what I need to do and my responsibility.” **NC, CABA**

Assertiveness skills: a practical approach

CPD

top seller

1 day 17 November & 20 December £245** | £355* | £395

For administrative staff and those new to supervising or leading teams

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

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

“I expected to learn how to communicate assertively, but I received more than that. I now also understand the objectives and motivation behind being assertive which will be invaluable to me.” **AR, SPANA**

Self-awareness at work

1 day 20 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 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 was a really positive course; it was great to discuss ‘real life’ situations with others. The trainer was very honest and enabled me to express my opinions.” **LC, Oughton Primary and Nursery School**

all courses

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

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

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

Time management for managers: work smarter, not harder

CPD

1 day 29 November £245** | £355* | £395

For any manager struggling to keep on top of their workload

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

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

"Excellent course, it seemed initially rather broad-scoped but that allowed significant latitude to suit the attendees. It was excellent!"
BR, Red Kite Community Housing

Time management for administrators: managing time and workload

CPD

top seller

1 day 30 November £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 was excellent, very relaxed and extremely informative. There were lots of tools and techniques shared which gave a variety of options for me to take back to work and try. It fulfilled my expectations and the trainer was one of the best I have ever experienced!"
JS, D Young & Co

Building personal resilience and beating stress

1 day 4 December £245** | £355* | £395

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

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

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

"The trainer was brilliant and engaging and the course was well thought-out and planned. The overall experience of the course was stress free, relaxed, calm and engaging."
RS, Médecins Sans Frontières UK

Writing skills: the basics

1 day 15 November £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

"A fantastic venue, friendly staff and a great trainer. I really enjoyed the course, it was helpful and exactly what I was looking for."
BP, British Insurance Brokers' Association

Blogging: writing a blog that works hard for your organisation

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

For anyone writing, or considering writing, a blog for their organisation

Increasingly, blogs are seen as a key channel for organisations to engage with audiences and get their message across. This course will help you to think strategically about what you want your blog to achieve, and where it sits within a broader communication strategy. You will gain practical tips that will dramatically improve your writing and make sure that your blog is a successful communication tool that grows your audiences. You will cover:

- what do you want your blog to achieve?
- the right style, tone and content to reach your target audience
- ten things you need to know about writing a quality blog
- growing your audience – on and off line
- evaluating the impact of your blog

"I learnt how to easily deformatise text to make it more engaging for audiences to read – I am definitely ready to give blogging a go now!"
MS, Ergonomic Solutions

Professional writing skills for non-native English speakers

1 day 22 November £245** | £355* | £395

For anyone working in English as a second language who would like support with any aspect of writing at work

If English isn't your first language, business writing can be a big challenge. You may be extremely good at grammar and spelling, but not quite so sure how to word an email or construct an effective letter. This tailored course will help you to express yourself clearly and appropriately in written English, including tips on building your skills and confidence. You will cover:

- using plain English
- getting the right words in the right order
- formal or informal? getting the tone right
- tricky points of grammar, spelling and punctuation
- structures and guidelines for letters and emails
- one-to-one help with your own documents
- developing your skills after the course

"The trainer was amazing and her knowledge is great. I could just sit for the whole day and listen to her class. I am very pleased with what I have gained in one day."
MM, The Original London Sightseeing Tour

Persuasive copywriting

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

For people who need to write for specific audiences and motivate action

This course shows you how to produce engaging and clear written content that encourages your audience to agree with your messages, commit to your campaigns or take up your advice. Whether you are writing letters, emails or printed materials, you will pick up the tips and techniques you need to reach your audiences in the most effective way. You will look at presenting complex information clearly, informing without patronising and keeping a busy reader engaged. You will cover:

- purpose, message and audience
- overcoming readers' prejudices and concerns
- motivating decision makers
- writing for internal audiences
- writing for web and blogs
- the editorial process and house style

"The trainer was so brilliant and knowledgeable, she really listened to our needs and dealt with questions. The course was well structured, and equipped us with confidence and drive to improve."
JG, Leonard Cheshire Disability

special offers



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For more details on this and other ways to save money, visit www.the-centre.co.uk call us on **020 7490 3030** or email info@the-centre.co.uk

Proofreading

CPD

1 day 29 November £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. It is a tough discipline, but with the right approach anyone can become a competent proofreader by learning how to identify and correct writing mistakes. 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

"I feel like I have definitely met my objectives and learned so much more as well. I am much more confident in my abilities after completing this course" MJ, ASOS

Preparing tenders and proposals: the pitch, process and presentation

1 day 6 December £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 great, I have been given some real takeaways that can be implemented immediately. The trainer was excellent at conveying his points." VF, Eventsforce

Business writing skills

CPD

2 days 7-8 December £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

"Very good, I feel a lot more confident now about sending emails and circulating minutes. The trainer kept the course interesting at all times and answered all questions clearly." SD, Talbot Underwriting Ltd

Report writing skills

CPD

1 day 12 December £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. Our Report writing skills course takes you through every stage from planning and structuring through to writing and presenting, and by the end of the day you will be a much more confident report writer. Over the day you will cover:

- agreeing the brief for the report and knowing your audience
- a formula for preparation
- structuring for success
- the importance of presentation and layout
- how to deal with statistics
- editing and proofreading

"The course was very good and has given me the pointers, tools and confidence to write decent reports. A great days training; I enjoyed all aspects of the course and the Centre." LF, Evolve

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.