

# training programme



**Apprenticeship  
levy: are you  
ready?**

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**winter** 2018

**the-centre**

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

## Venue

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

### The Centre training venue:

**140 Old Street, London EC1V 9BJ**

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

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

Visit [www.the-centre.co.uk](http://www.the-centre.co.uk) for more information.

## Contact us

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

**t** 020 7490 3030

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

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



# 86%

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

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## **CPD** Moving into management: taking on your first management role



2 ½ days

6-7 November follow-up 18 December  
10am-12.30pm

6-7 December follow-up 16 January  
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 trainer was so motivating, encouraging, and a really good facilitator...I feel like it has already helped me be a better manager."  
RA, Mother's Union

## **CPD** Moving up in management: extending your management skills

2 ½ days

12-13 November follow-up 18 December  
1.30pm-4.30pm

£655\*\* | £825\* | £925

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

Often managers are in the role for some years, without having any management training. They function well enough, and yet they may feel they have missed out on the opportunity to learn and develop new skills, and some of the practical hints and tips around people management that would make things run more smoothly. This course offers you an opportunity to reflect on your experience with others in a similar situation and to get up to date 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

"I thought the course was very good and it covered everything I needed it to. The trainer was fantastic; thought provoking and very communicative."

JH, Competition Appeal Tribunal

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

2 ½ days

8-9 November follow-up 18 December  
10am-12.30pm

£655\*\* | £825\* | £925

### **For new and aspiring senior managers and chief executives**

After a few years of management, you're probably ready to move up the ladder. This course allows you to focus on your strategic skills, your organisational understanding, and your ability to lead. 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 left feeling my knowledge has been refreshed – but more importantly with some great ideas to utilise at work, improve my performance and enable me to motivate the team."

LT, Help for Carers

## **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.**

## Negotiation skills

1 day 5 November  
£345\*\* | £445\* | £495

**For anyone whose work involves negotiation or persuasion – with individuals or in groups**

Negotiation can help you achieve aims and solve problems. It is about reaching win:win solutions, where all parties feel the outcome is fair. This course will help you understand the process of negotiation – how to prepare, having clear aims and objectives, how and when to use different negotiating styles, strategies and tactics. It will give you the confidence and skills to be able to plan and implement a successful negotiation. You will cover:

- your values and how they impact on your negotiations
- understanding the nature of the gap between you and the other party
- what does win:win really mean?
- preparing for a negotiation
- developing a strategy for success
- conducting a negotiation
- skills you need including assertiveness and listening

"The course was a great introduction to negotiating and gave the opportunity for practicing skills. It gave a good grounding to work from... I now feel very confident in undertaking negotiations. Thank you!"  
NB, Health and Care Professionals Council

## Equality, diversity and inclusion

1 day 9 November  
£345\*\* | £445\* | £495

**For anyone who wants to develop the right tools to understand equality, diversity and inclusion in the workplace**

Can you easily recognise equality and diversity issues and deal with them effectively in the workplace? Equality, diversity and inclusion are everyone's business. But the concepts can seem complex and even divisive, the terminology can be confusing and it can be hard to tell what is or is not acceptable to do or say. 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
- the Law and how it applies to you
- the protected characteristics
- how to make your workplace more inclusive
- when and how to challenge behaviour and assumptions
- a toolkit of practical hints and tips

"Really helpful course which made me think deep and hard about equalities – very stimulating. Great way of teasing out issues and discussing solutions. A very good course."  
JN, National Education Union

## Supervision skills

2 days 12-13 November  
£655\*\* | £825\* | £925

**For anyone with line management responsibilities**

With the right approach, supervision can make a crucial and positive contribution to the attitudes of everyone at work. Performance management is often one of the biggest concerns for supervisors, and it plays a large part in the success of a team. This course aims to help you understand your role as a supervisor, gives you some helpful guidelines, and shows you how to apply a range of skills in this work. You will cover:

- the purpose of supervision and the role of the supervisor
- setting objectives to manage performance
- staff development and training
- feedback, support and boundaries
- motivating staff in supervision
- effective delegation
- mediation: the supervisor's role

"I felt that the course was extremely useful in helping me to achieve my objectives. I would recommend the course and trainer to anyone, especially those who are new to managerial roles." BT, Splash Damage

## CPD Strategic planning and thinking

2 days 14-15 November  
£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 also have expert guidance on monitoring and evaluation. 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

"Informative, relevant, and useful course which I can use in my current and future roles. The trainer was engaging and very clear in explaining everything throughout."  
LS, Westminster City Council





## Finance skills for non financial managers

2 days 15-16 November

£655\*\* | £825\* | £925

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

This two day course will demystify financial accounts using plain English in order to help you improve the profitability and performance of your business. You will leave with a thorough grounding of finance and how it works; enabling you to understand the financial implications of your business decisions. You will cover:

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

"I really enjoyed the course and I feel that my understanding has improved a lot. The trainer was great – taking their time to make sure we all understood." **LN, Museum of London**

## Effective mentoring

1 day 20 November

£345\*\* | £445\* | £495

**For those new to mentoring as well as more experienced mentors**

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

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

"The course was excellent and probably the best course I've been on! I loved being able to talk to the rest of the group and find out what other people are doing."

**PK, The Scout Association**

## Managing change

1 day 21 November

£345\*\* | £445\* | £495

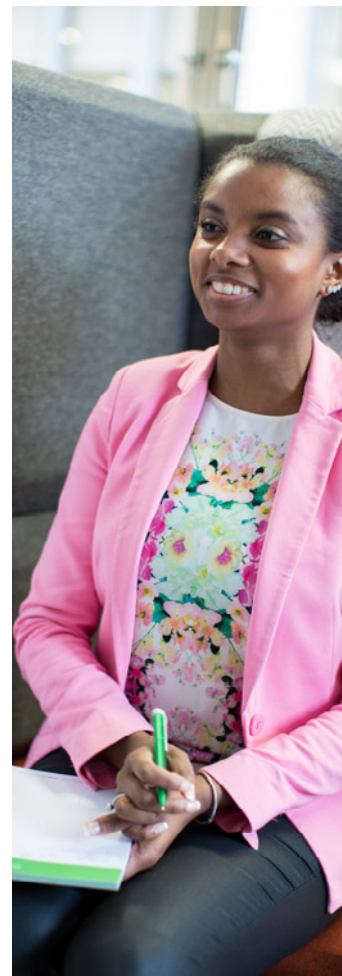
**For managers and leaders who want to bring about positive change in their team, workplace or organisation**

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

"I found the course very interesting and definitely positively above my expectations. It has given me some very good tips and a base to work on."

**RP, Anthony Nolan**



## Budgeting skills for non financial managers

1 day 26 November  
£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

"An excellent day that went by very quickly and I absorbed a huge amount of information. We worked at a good pace and it was laid out logically." RW, Ministry of Defence

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

1 day 27 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 very professional and engaging, as group we covered many different scenarios and were able to discuss different situations and different perspectives." SH, Global University Systems

## Talent management and succession planning

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

**For anyone responsible for HR decision-making or managing staff within an organisation**

This one-day Talent management and succession planning course will equip you with the tools and strategies you need to plan for your future HR needs and to be better able to build a resilient team. The course explores how to engage and develop staff, and to ensure that your organisation gets the best from its most important resource from the moment they arrive. You will cover: recognising talent and matching it to your organisational need

- the basics of succession planning and building team resilience
- smarter recruiting strategies
- tools to inspire
- creating a culture that nurtures talent
- recognising and overcoming barriers to development



## **CPD** Training the trainer

2 days 3-4 December  
£655\*\* | £825\* | £925

**For anyone wishing to develop their training skills**

Increasingly, many of us are called upon to train colleagues or run training sessions for partner organisations. Whether training is a big part of your role, or just a small aspect of your job, our two-day Training the trainer course will help you design and deliver effective training programmes. You will gain confidence in how to present information effectively with variety and flair and acquire the skills to deal with the dynamics of group learning. You will cover:

- understanding and motivating learners
- establishing aims and objectives for learning
- creating a safe, productive learning environment
- blended learning
- training techniques
- planning a training programme
- monitoring and evaluation
- facilitation skills

"I really enjoyed the course; it was engaging and challenging and the trainer put into practice many of the techniques that he described which helped embed the learning...thank you!"

LW, BBC



# Learning Partnerships

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

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



## What our clients say

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

**SS, Financial Services Compensation Scheme**

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

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

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





## Event management: intermediate

1 day 5 December  
£345\*\* | £445\* | £495

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

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

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

"I definitely gained ideas of how to improve and assess my events. I will be evaluating all my events moving forward and asking my team to do the same. The course was fantastic."

KH, Imperial College London

## Managing underperformance, absence and stress

1 day 6 December  
£345\*\* | £445\* | £495

**For any manager at any level who wants a clear legal framework and greater confidence in dealing with absence and poor performance**

Addressing staffing challenges helps middle and senior managers to contribute to organisational effectiveness; a failure to do so damages all stakeholders. During this course, you will explore how to approach difficult issues successfully, how to approach issues in one-to-ones, and what to do when a more formal approach is necessary. You will cover:

- the law on performance, absence and stress
- dealing with cases alleging victimisation, bully and harassment
- managing absence
- responsibilities of employers and employees in stress cases
- addressing unacceptable performance

"The course was fantastic, lots of great ideas and I feel I can put them into practice in my place of work. I have thoroughly enjoyed my time at the Centre." AG, SAM's Trade Centre

## Delegation skills

1 day 7 December  
£345\*\* | £445\* | £495

**For managers of any level who want to learn how to delegate effectively and make the most of their staff's potential**

Delegation is an essential part of management. Yet many managers fear 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 teach you how to choose the right person to delegate to, how to communicate and inspire, and how to use delegation as a coaching tool. By the end of the day you will have all the essential tools you need in order to delegate well. You will cover:

- the importance of delegation
- selecting the right person to delegate to
- ensuring the job is done successfully
- nine steps to delegation
- choosing the appropriate level
- effective communication

"The course was very informative and detailed. Learning new processes associated with delegation has been really eye-opening and I feel much more confident in being able to go back to my team." MS, Bucks Student Union

## CPD Project management

2 days 10-11 December  
£655\*\* | £825\* | £925

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

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

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

"The course covered everything at a really good level of complexity and was well structured. The trainer was awesome! They were so approachable and clear." JS, Girlguiding



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



1 day 12 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 and understanding Belbin team roles
- directing your teams work
- inspiring and motivating your team
- communication and the team
- common challenges for team leaders including conflict, underperformance, and interpersonal behaviour

"It was the best course I've been on! I gained a lot of skills and knowledge and feel much more confident going back to work."

**RB, Cineworld**

## Interview skills for managers

1 day 12 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. By understanding the interview process and behavioural and competency based techniques, the interview process can become much easier. 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. The course will cover:

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

"This course exceeded my expectations and objectives. The trainer was very enthusiastic, engaging and able to answer all difficult questions!" **TR, Client Earth**

## Handling difficult people and situations: extending your skills and confidence

2 days 13-14 December  
£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. 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

"Fantastic – really relevant to my situation with practical advice and I have lots of ideas to take away and use! I felt welcomed and that my opinions and experiences were valued."

**IP, Social Mobility Foundation**

## Women in management and leadership

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

**For female 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 female managers. 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**

## Working with an intergenerational workforce **NEW**

1 day 17 December

£345\*\* | £445\* | £495

For managers, Human Resources, and Learning and Development staff

Each new generation experiences life and work differently. Unfortunately, many organisations fail to recognise this and are slow to adapt. A manager or supervisor may find themselves leading team members whose working lives began before computers in the workplace and when expectations of a job-for-life were common, alongside newer staff who have never known a world without digital social media. This training will consider how to respond to and capitalise on inter-generational diversity in order to get the best from the entire workforce and be prepared for the challenges that lie ahead. You will cover:

- understanding intergenerational diversity
- the challenges and opportunities
- the legal perspective
- getting the best from different generations
- strategies for effective intergenerational cooperation
- understanding generational motivators

## Working effectively with your manager

1 day 19 December

£345\*\* | £445\* | £495

For anyone who wants to improve their skills in supporting their boss and developing seamless, fun and highly effective working relationships.

To many people, the phrase “managing your boss” may sound like manipulation or corporate ‘cozying up’. But this workshop is not about political maneuvering, it’s about the best ways of consciously working with the person you report to in order to get the best possible results for you, your boss, and your organisation. This course is not about creating a better filing system or honing your note taking skills, it’s about:

- effective workplace communications, particularly listening
- conflict management and resolution
- dealing with pressure and priorities
- understanding your boss’ working style
- problem solving and creativity

“I believe that the course exceeded in meeting its objectives...It was a very informative session that I will take away a lot of useful tools from.”  
NW, Sayer Vincent

# Staff development programmes



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

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

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

### What will your staff development programme look like?

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

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

### Let’s start your journey

At the Centre we’re all about people, which is why we like to start development programmes with a face to face briefing. To organise this, or to have an initial conversation, contact [grouptaining@the-centre.co.uk](mailto:grouptaining@the-centre.co.uk) or call 020 7490 3030



#### Discovery

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



#### Design

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



#### Delivery

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



#### Impact

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

## Customer care and telephone skills

1 day 8 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 know how to check your organisation is using its resources wisely and providing good value for money, and also have the chance to develop your communication skills. 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

"The course was well-structured and well-paced. I feel the trainer addressed the concerns of the group in a balanced way with time to offer personalised advice and practical tips as well as general good practice." CH, Publishers' Licensing Services

## **CPD** Minutes: taking and writing effective minutes

1 day 26 November | 14 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

"Excellent course – highly recommend. The thought of having to take and write up minutes is no longer daunting! I can't wait to put my new skills into practice."  
HS, YMCA Thames Gateway



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

2 days 3-4 December  
£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 Personal Assistant, 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

"Inspirational! The course made us all think outside the box and question things. It gave us an insight into personality types and how they impact on the way we work together and communicate." AL, Surrey County Council

## Essential skills for administrators

1 day 10 December  
£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 very informative and interesting. The trainer was very efficient in taking everybody's individual needs into consideration." IM, Pace



# Apprenticeships with the Centre



The Centre is an accredited Apprenticeship provider, a trusted learning partner and an organisation that works purely business to business with adult learners. We have a 22 year track record of providing engaging, challenging and impactful training. You'll receive those same high standards across all of our services whether you commission an organisation wide Level 3 Business and Administration training programme or a Level 5 Management Apprenticeship.

We've mapped our training courses to the NCFE apprenticeship standard, so you can choose the right modules for your people.

## How to access your Apprenticeship Levy

The Apprenticeship Levy is part of the government's plan to increase the quantity and quality of Apprenticeships. The Levy is a new tax which aims to fund three million new Apprenticeships in England by 2020.

The apprenticeship levy was introduced in April 2017, and affects employers in all sectors who have a total employee pay bill above £3m a year.

You can spend your Levy funds on apprentice training for either existing staff or new recruits, as long as the training meets an approved standard and the individual meets the apprentice eligibility criteria.

Working with our Apprenticeships Team we can provide specialist consultancy on the eligibility criteria for delegates and the most effective ways for organisations to make the most of their levy. We will develop a personalised and clear apprenticeship strategy that simplifies the process and ties in with your organisational mission or strategy.

## How does an apprenticeship vary from our traditional training?

There is a lot of crossover in the two approaches. Both involve modules, delivered face-to-face, with the same learners progressing through the programme as a cohort.

However, to access your Levy pot, there are a few additional steps that have to be built into the programme, these are to ensure quality and consistency in the way apprenticeships are delivered in the UK.

On the right you can see a summary of how the two approaches differ. This summary can be useful food for thought when you're deciding which approach will be best for your organisation.

## Let's start your journey

To have an initial conversation about how you can make the most of your apprenticeship levy, contact [grouptesting@the-centre.co.uk](mailto:grouptesting@the-centre.co.uk) or call 020 7490 3030.

# 89%

**pass rate for all Business  
Administration apprenticeships  
delivered in 16/17**

Activity/Delivery	Training programme	Apprenticeship programme
Joining criteria selection process with line manager, learner and organisation	✗	✓
Commitment to learning agreement signed by learner and manager	✗	✓
L&D team can influence the shape and content of the programme	✓	✓
30% off travel in London	✗	✓
Apprentice NUS card	✗	✓
Level 3 and 5 eligibility mapping for each learner	✗	✓
Pre-programme survey	✓	✓
Face-to-face training modules	✓	✓
Evidence portfolio built up over the programme	✗	✓
Minimum length of at least 13 months	✗	✓
Psychometric for every learner	✗	✓
Coaching on behaviours	✗	✓
Training delivered by subject specialist facilitators	✓	✓
Cohorts of at least 15 learners	✓	✓
Pass and fail criteria	✗	✓
End point assessment including presentation and portfolio review	✗	✓
Access to year-long call back service	✓	✓

## Marketing: getting your message across

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

**For anyone who needs to develop a marketing programme**

Having a good product or service is important; selling it at the right price is vital; but knowing your audience and how to communicate with them are the essential links that connect what you offer with profit. This practical, exploratory course will help anyone responsible for the marketing function to create an effective programme for their organisation that positions the product, generates interest and helps convert their prospects into customers. Whether you work in an SME, a professional services firm or a social enterprise, you're sure to learn something new and leave the course with some great ideas. You will cover:

- understanding the product
- making the business case
- different types of communication
- the medium and the message
- making the right choices

"A really detailed course. The trainer was very clear and engaged with everybody on the course. I very much enjoyed the day and have tools to take back to my workplace."

LM, Business Continuity Institute

## Marketing in the not-for-profit sector: a beginner's guide

1 day 7 November  
£345\*\* | £445\* | N/A

**For anyone working in the charity or voluntary sector who wants to understand the basics of marketing**

Marketing in the not-for-profit sector brings its own challenges and needs; by understanding the basics of marketing, and how to apply them to your sector, you will be able to help your organisation grow. By the end of the course, you will have the understanding and confidence to research, plan, and develop a marketing strategy for your organisation. Please note, this course is designed for beginners and is best suited to small or medium sized charities. You will cover:

- benefits of marketing
- setting objectives
- market research and planning
- segmentation and targeting
- branding
- the marketing mix

"The course gave a wonderful range of situations and solutions. We were given a lot of information, but at an easy to digest pace in a very inspiring and comfortable environment."

EP, British Heart Foundation

## Internal communication

1 day 19 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. 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

"The course was well planned and executed. The trainer brought an immense amount of previous experience and knowledge to the table and kept it interesting and engaging."

MP, BPI Protec

## Communication in the workplace

1 day 29 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

"The course exceeded my expectations and the trainer was great and kept the attention of the group. I would recommend the course to other businesses." MH, Southampton Football Club



## **CPD** Confident and effective presentations

1 day 30 November

£295\*\* | £395\* | £445

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

Giving a presentation can be a scary prospect, but it is possible to learn how to present well, and enjoy it! This practical and enjoyable course is designed to give you the confidence and skills to deliver effective presentations that will be understood and valued by your audience. You will get plenty of opportunities to practise and get valuable feedback. You will cover:

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

"I thought the course was excellent and provided really useful tips and suggestions. The trainer was excellent too! I am now a lot more knowledgeable on creating presentations and feel more confident within myself." **TS, National Council for Voluntary Organisations**

## Introduction to counselling skills in the workplace **NEW**

1 day 30 November

£245\*\* | £355\* | £395

**For those wishing to develop and understanding of counselling skills**

In organisations we often encounter a range of complex and sensitive conversations with our team members and colleagues. This one-day course has been specifically developed to give individuals the skills and confidence to support people in the workplace. This course won't teach you to be a counsellor but it will provide you with a practical toolkit which you can use in a range of contexts. It is a particularly useful for team leaders or managers who may, as part of their role, need to develop and support junior colleagues. You will cover:

- types of counselling and their underpinning philosophies
- what are counselling skills?
- the core conditions and person centred theory
- establishing a helping relationship
- active listening skills such as a paraphrasing and questioning
- the importance of boundaries

## Neuro Linguistic Programming

1 day 5 December

£245\*\* | £355\* | £395

**For those who want to understand what NLP is all about and practice new techniques in a fun and supportive setting**

Neuro Linguistic Programming (NLP) offers a set of psychological tools to develop yourself both professionally and personally. This course will introduce you to NLP offering a mix of experiential activities, demonstrations, an introduction to key NLP models of change and an opportunity for some discussion and questions. Over the day you will cover:

- the history and basis of NLP
- how we perceive the world and why that affects our results
- how to create and maintain genuine rapport
- how to increase your influence
- how to create positive change in yourself and others
- enhancing your self confidence

"I really enjoyed the course and the excellent trainer held my interest the entire day! The day flew by. Thank you very much." **HM, Earth Trust**

## CV writing and interview skills

1 day 11 December

£295\*\* | £395\* | £445

**For those who want to brush up their CV writing and interview skills whether or not they're applying for a job now**

Applying for a job is a skill everyone needs to harness, and in practice that means getting your CV in shape and practicing your interview skills. The purpose of this one-day course is to understand how to be the best possible candidate you can be for the job you want. Over the day you will get to the bottom of what employers are looking for, learn how to create a winning CV and practice your interview style. You will cover:

- what you want from your next job
- discover what your employer is looking for
- targeting your CV
- writing strong personal statements
- key interview questions to consider
- gathering evidence to use in your answers
- improving body language

"The course was well worth attending as I have learned much! I was impressed with how much the trainer put me at ease." **AI, Arthritis Research UK**

# all courses

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

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

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



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

**DT, Kings College London**

## **(CPD) Assertiveness skills: a practical approach**



1 day 20 November

£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

"Really fantastic and informative course! A lot of the skills learned can be applied to both work and personal life." **LW, Teenage Cancer Trust**

## **(CPD) Time management for managers: work smarter, not harder**

1 day 23 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

"I really enjoyed my experience at the Centre and meeting others in the same situation. The course has given me lots to take away to learn and try."

**KR, Financial Services Compensation Scheme**

## Developing a growth mindset for success

1 day 23 November

£245\*\* | £355\* | £395

**This training course is for anyone who wants to radically transform the way they think, feel, and act**

This one-day training workshop introduces the ground-breaking idea of growth mindset, the work of world-renowned psychologist Carol Dweck. Developing a growth mindset creates motivation and productivity in individuals and organisations. Participants will look at the theoretical and practical implications of a growth mindset vs a fixed mindset and the benefits of developing and maintaining a growth mindset for success. The course will cover:

- why intelligence and talent don't guarantee success
- understand the difference between a growth mindset and a fixed mindset
- test your current mindset and learn how to develop and maintain a growth mindset
- understand how we develop mindsets
- take away a toolkit of practical tips for developing a growth mindset

"These were hours well spent! I believe I learned some new stuff and I think it was very inspirational – I think this will help me in my everyday life." **CB, Spotify**

## **CPD** Time management for administrators: managing time and workload



1 day 29 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 great; it was enjoyable and I learned some useful things to take away. The trainer was brilliant and kept us involved throughout." **ES, Knowledge Train**

Special



# offers

## Get up to three free training days!

Learning vouchers are a great way to make the most of your training budget and can be used up to two years from purchase date! Book your learning vouchers by 31 October and receive up to three extra vouchers for free.

**6-12 vouchers = 1 free**  
**13-19 vouchers = 2 free**  
**20+ vouchers = 3 free**

Terms and conditions apply. Offer only valid on new learning vouchers purchased between 7/9/2018 and 31/10/2018.

For more information visit  
**[www.the-centre.co.uk](http://www.the-centre.co.uk)** call us on  
**020 7490 3030**  
or email **[info@the-centre.co.uk](mailto:info@the-centre.co.uk)**

## Writing skills: the essentials

1 day 5 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

"The course was very informative, fun, interactive, and has given me reassurance and confidence in my work." **FL, Women's Institute**

## **CPD** Report writing skills

1 day 14 November | 13 December  
£245\*\* | £355\* | £395

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

High quality reports often form the basis of sound decision making within an organisation and being known as someone who can express information in a clear, unbiased way can do a lot for your reputation at work. 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

"Best course I've been on in my professional career! It was engaging, so interesting, supportive with lots of lively conversation! I love the materials, office space and refreshments!" **LB, Living Wage Foundation**



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

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

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

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

- digital writing – the essentials
- search engine optimisation
- your corporate blog as a strategic tool
- persuasive writing
- writing emails – the essentials

"I felt the structure of the course was really good and I liked the fact we were given a beginner friendly guide to SEO... it was a really interesting and focused course that covered everything I needed." **OA, Spirit of 2012**



## Professional writing skills for non-native English speakers

1 day 27 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. This tailored course will help you to express yourself clearly and appropriately in written English, including tips on building your skills and confidence. You will cover:

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

"I enjoyed the course very much, it was fun and educational. The trainer was really nice and made us all comfortable and all questions were answered. I am very pleased." **ACD, WSP**

## Write for success

1 day 28 November

£245\*\* | £355\* | £395

**For anyone who needs to take their writing skills to the next level**

Good writing pays - not just for the individual, but also for the organisation. This course will help you identify your personal strengths as a writer and show you how to breathe new life into corporate prose. You will learn how to give your messages more impact, explain your business to diverse audiences, and make all your documents attractive and highly readable. You will leave with a coursebook that includes tips and tools to use back at work. The course will include guidance on:

- finding your own voice in the corporate context
- choosing the best structure for the job
- engaging your readers and holding their interest
- making your writing vivid and memorable
- producing documents that look good

"The trainer made everyone feel extremely comfortable and relaxed. I do feel strongly that I have come away feeling more confident. I would recommend this course to colleagues and friends." **AW, Mind**





# group training

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

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



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

## Case Study for FSCS – Leadership Excellence Programme



The FSCS are the not-for-profit that compensates individual depositors when banks, insurance and investment companies fail. In early 2017 it was recognised they needed to focus on developing leaders within the organisation. The Centre was chosen as the partner for this Leadership Excellence programme. The objectives of the programme were:

- Developing a leadership identity to match organisational values with future focus and clear direction
- Improving practices for problem solving, decision making, and setting priorities
- Building a culture that marries accountability and outcome focus with care and support
- The skills to take more control and ownership during a period of substantial organisational change
- Developing a proactive & flexible leadership style
- Increasing their self-awareness & emotional intelligence

As part of the programme the course leader was asked to challenge the status quo and established mind-sets to help managers break out of their comfort zones and patterns of behaviour.

The programme started with a discovery & design phase where we met with executives and managers at all levels to explore the challenges they saw for the organisation. We designed the programme around these challenges. The delivery phase was for 30 training days with corresponding coaching as required for specific leaders. The programme included specific workshops on management & leadership, self-awareness, leading through change, managing difficult conversations, influencing, delegation and listening skills.

An evaluation of the programme so far has evidenced that the investment in developing the leaders aided not only increased confidence and understanding in learners but also aided retention, through enhancing the psychological contract, improving the morale of the FSCS, and enhancing the commitment to working together towards the best outcomes.

Since its delivery, the programme has been shortlisted for the 2018 TJ Awards for the Best Leadership Development Programme!

**“Working with the Centre team on our bespoke Leadership Excellence programme has made the design, delivery, amendments and review of the programme so much easier and extremely effective. The programme that involves 50 leaders of different levels across the organisation all dealing with some fairly similar and some hugely different challenges. Our programme lead, spent plenty of time really getting to know the organisation, as it stands, our past challenges and especially our future ambitions, and has continuously delivered on our objectives for the programme.**

**This is the first time we’ve delivered a bespoke programme and the feedback has been amazing! Huge thanks to the Centre!”**

**Alice Pilbeam-Brown, Learning Business Partner @ FSCS**

**100%** of Line Managers interviewed have seen an improvement in the morale level, personal awareness, communication, and leadership styles of the participants that have been on the programme



## How to book

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

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

## Course fees

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

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

Standard price applies to all other organisations. All fees are subject to VAT.

## Payment

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

## Special requirements

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

## Confirmation of booking

We will send you a confirmation letter via email 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](mailto: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](mailto:support@the-centre.co.uk)  
Thank you.



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



# book

online at

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call

020 7490 3030