

GBC Learning Clients

Below is a list of some of the organisations who have used GBC Learning within the last 2 years.

| | | |
|--------------------------------|---|-------------------------------|
| A2 Housing Group | Gill Jenning & Every LLP | Royal Holloway, London Uni |
| ABN Amro | Greater London Authority | Royal Horticultural Society |
| Air Charter Service | Guildford College | SAB Miller |
| Allianz Insurance | Guinness World Records | Salvation Army |
| Ambassadors Theatre Group | Hackney Children & Young Peoples Services | Sanofi Aventis |
| Ashridge Management | Heritage Lottery Fund | Savills Commercial |
| Asset Management Group | Hertfordshire Police | Sayer Vincent |
| Asthma UK | Home Farm Trust | Scott Brownrigg Turner |
| Bacardi Brands | Honourable Society of the Middle Temple | SEEDA |
| Bae Systems | Horsham District Council | Shelter |
| Bales Worldwide | House of Commons | Shilling Communications |
| Barclays plc | Huf haus | Shipleys |
| Barlow Robbins Solicitors | John Lewis plc | SME Invoice Finance |
| BBC | Kirkland & Ellis | Stonewall |
| Bells Solicitors | Kone Lifts | Stoneham Housing |
| Benchmark Retail Services | Lambeth Local Authority | Surrey Advertiser |
| Berrymans Lace Mawer | Legal & General Assurance | Surrey Police |
| Bloomberg's | Lerch Bates | Taxbriefs Ltd |
| Breast Cancer Campaign | London Chamber of Commerce | Telefonia Europe |
| Brent Council | London East Connexions | Telegraph Media Group |
| British Horse Racing Authority | London School of Economics | The Automobile Association |
| British Red Cross | Lovetts PLC | The Cabinet Office |
| British Transport Police | MacMillan Cancer Support | The Forestry Commission |
| Business Link Surrey | Menzies Chartered Accountants | The Home Office |
| Canary Wharf Group | Merchant Taylors | The Law Society |
| Care International | Mero-Schmidlin | The Observer |
| Charlton School | MetroLink Rail | Tower Hamlets College |
| Church of England | Ministry of Justice | Tower Hamlets Local Authority |
| City of London Police | MS Society | Transport for London |
| College of Law | Nigeria Liquid Natural Gas Co | Treloar College |
| Cookson Electronics | Nike Group | Turning Point |
| Daewoo Securities | Northern Ireland Water | Veterinary Labs Agency |
| Derrick Offshore | Notting Hill Housing Group | Volvo Construction Equipment |
| Deya Ltd | OIAHE | Waverley Borough Council |
| Diversified Agency Services | Outsights | WBB Minerals |
| DuCane Housing | Penrose Financial | White & Sons |
| Earlex | Primavera Pertmaster | White Cube Gallery |
| East London Business Alliance | Punter Southall | Wise & Co |
| Echo Research | Rainbow Trust | Woking Borough Council |
| eibe play | Repropoint | Worldwide Fund for Nature |
| Elmbridge Borough Council | Reuters-Thomson | |
| Enstar Group | Risk Assurance Management | |
| Epsom & Ewell Borough Council | Roffe Swayne | |
| Ernst & Young | Rolls Royce Aero Engines | |
| Federation of Master Builders | Royal College of Paediatrics | |
| Foreign & Commonwealth Office | Royal Garden Hotel | |
| Fraser Nash Consultancy | | |

For our terms of business, please see our web site:

www.gbclearning.co.uk



Autumn/Winter Prospectus

October 2009 to April 2010

Personal Development

Training Programme in London and Guildford

Tel: London 020 7256 6668 Guildford 01483 457997

www.gbclearning.co.uk

Seminar Schedule

Oct **09** to April **10**

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| Conflict Management | 23 | Management Development |
| Cracking the Cash Flow Problem | 24 | Management Development |
| Creative Thinker and Problem Solver NEW | 7 | Personal Effectiveness |
| Data Protection | 26 | Recruitment, HR & Training |
| Dealing Effectively with Difficult People | 8 | Personal Effectiveness |
| Developing Self Esteem & Assertiveness | 8 | Personal Effectiveness |
| Distance Management | 21 | Management Development |
| Diversity Awareness | 26 | Recruitment, HR & Training |
| Dress for Success NEW | 9 | Personal Effectiveness |
| Effective Interpersonal Skills | 9 | Personal Effectiveness |
| Emotional Intelligence | 10 | Personal Effectiveness |
| Essential Business Numeracy NEW | 19 | Management Development |
| Event Management – An Introduction | 29 | Secretarial and Support |
| Event Management – The Next Step | 28 | Sales and Marketing |
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| Newly Appointed Secretary/Administrator | 31 | Secretarial and Support |
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| Organising Your Managers | 21 | Management Development |
| Persuading & Influencing People | 18 | Communication Skills |
| Presentation Skills | 18 | Communication Skills |
| Professional Receptionist | 32 | Secretarial and Support |
| Project Management | 22 | Management Development |
| Proofreading Techniques | 16 | Communication Skills |
| Raise Your Profile NEW | 11 | Personal Effectiveness |
| Rapid Reading | 15 | Communication Skills |
| Report Writing | 13 | Communication Skills |
| Speak Clearly – Be Heard | 13 | Communication Skills |
| Speed Writing 1/2 day | 32 | Secretarial and Support |
| Stop Sabotaging Yourself NEW | 12 | Personal Effectiveness |
| Supervisory Skills | 24 | Management Development |
| Technical Report Writing | 14 | Communication Skills |
| Telephone Techniques | 33 | Secretarial and Support |
| Time Management | 11 | Personal Effectiveness |
| Train the Trainer – Fast Track | 25 | Recruitment, HR & Training |
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GBC Learning - working with you

"A highly trained and motivated workforce will see you through these turbulent economic times. You may have fewer people, and of course they will be busier than ever before, so now they really need new and improved skills - to prioritise, manage themselves and their teams better, and communicate clearly every single time. Give them the tools and they will surprise you!"

Barry Rockhill, GBC Learning

Some FREE Magic Dust!

Start the day with one of our popular Magic Dust breakfast seminars. With a regular programme of seminars in London and Guildford, they are perfect for collecting invaluable tips or sampling our workshop content. **Register here** to get our latest schedule, or **visit our website** for a list of forthcoming dates and topics.

Customised Learning

Found the right GBC Learning course and want to adapt it for a larger audience, a smaller team or even one-to-one coaching? That's easy when you talk to us. You choose the venue - your office, GBC Learning in Guildford or London, or a neutral business venue for a motivating away day. We'll make sure that it delivers the results you want! **Email us today** to find out more.

Flexible Training Options

With GBC Learning you know your training will be highly practical and energising, designed to match your needs and business goals. Choose from a wide range of flexible options to suit your needs:

- One-to-one coaching
- 'Lunch and Learns'
- Borrow a trainer for a day
- Two hour workouts

Click here to find out more.

Save Money

Save up to £1000 when you book a series of GBC Learning courses.

Click here to find out how.

New courses for new challenges

Charles Darwin taught us that we need to adapt to survive. This is especially true in the workplace right now where each person must be open to change in this challenging climate. We have new courses to help. **Click on each** for details:

- ✓ **Creative Thinker and Problem Solver**
- ✓ **Dress for Success**
- ✓ **Essential Business Numeracy**
- ✓ **NLP for Business**
- ✓ **Raise your Profile**
- ✓ **Stop Sabotaging Yourself**

FREE Business Guides

Our essential guides have lots of practical time-saving tips, with expert advice that could really make a critical difference to your communications. For your free copy of the GBC Grammar Guide, or the GBC Email Guide, **Please click here**.

HR Healthcheck

HR legislation is a complex, time-consuming and potentially costly minefield. The GBC HR Healthcheck is the answer. A visit from an HR specialist will assess and review your policies and practices. The final report and follow-up meeting shares the findings, recommendations and advice. **Click here** for more details.

Inspired to Change

All GBC Learning courses are intensely practical with pre-identified objectives, individual action plans, and small workshop groups to meet the specific needs of every individual delegate. "Invest a little to reap a lot" with GBC Learning.

The GBC Learning Promise

Give us a call for free, impartial and up-to-the-minute advice on your organisation's learning needs. Develop your talent, astound your customers, exploit your market opportunities, and transform your business performance.

We'll help you take the fear out of change.

Email enquiries@gbclearning.co.uk, or Telephone London 020 7256 6668, or Guildford 01483 457997

GBC Learning Website

Visit www.gbclearning.co.uk and add us to your "Favourites" to quickly access:

- ✓ Complete course listings
- ✓ Late availability special offers
- ✓ Free downloads and business guides
- ✓ Online booking
- ✓ Our free seminar programme
- ✓ Online grammar and data protection quizzes and much, much more!

GBC Learning Guarantee

If you are not entirely satisfied that the course you booked has fulfilled your expectations, or met your realistic objectives, we'll give you your money back - no quibbles!



Train to Gain

Our courses are eligible - are you?

If you are a business employing between 5 and 249 people you can obtain funding for training through the Leadership and Management programme. GBC Learning provides some great training opportunities for senior managers – **click here** to find out how you can benefit.



Tailored Learning Solutions

If you have at least four people with the same training need, you'll find it very cost effective to consider running an in-house programme, delivered on your own premises or at a venue arranged by us. GBC Learning offers a full range of tailored, flexible and economic training solutions that are ideal for a wide range of business challenges. Some recent projects are below:

Positive Proof

A tailored programme for the communications arm of a major UK multi-national. Although the team are expert communicators, they found that proofreading errors were creeping through. The strategy to address this also provided improved skills in grammar, punctuation and plain English.

Presentation Skills

This company provides IT support for high profile clients but their team of "techies" were not skilled or confident when presenting to clients. They made a demanding audience who are now more articulate communicators in both formal and informal settings.

Managing Absence

Following a very successful pilot training course, we delivered a transforming Absence Management workshop, in English and French, to a group of managers from a large intergovernmental organisation.

Better Business Writing

The Student Services team at a world-famous College in London needed training that would answer questions of grammar, spelling, punctuation, plain English and give them a structure to write emails and letters quickly and accurately. We delivered, they are delighted.

Precise and Authoritative

GBC Learning manages and delivers a programme of in-house courses for many divisions within the Police Service, including: Managing Team Performance, Dealing Effectively with Difficult People, Conflict Management, Grammar for Business, Report Writing, Assertiveness, and Negotiation Skills.

And the Buzz is...

'The trainer was fantastic and gave me lots to think about as to how I can take responsibility to move forward'

Appraisal Training

LW, RCPCH

'Covered much more than I expected. Tony was very patient and a great trainer. I'm very impressed, Thank you'

Finance for non-Finance Managers

NT, Regus

'Interesting and very pro-active. One of the best courses I have ever been on and have taken a lot away from it'

Grammar for Business

JC, Goodwood Estate

'The Trainer actually made Minutes seem very good fun, which is quite something!'

Minute Taking

PM, Tower Hamlets College

'Enthusiastic and involving trainer with plenty of personal anecdotes to support and explain key points and techniques'

Managing Conflict

MS, Police Service

'Teaching style is very accessible and relaxed with a range of presentation techniques that kept me focused'

Speed Writing

MH, RNIB

'The course was excellent. Gave us a lot of information. Well done!'

Speak Clearly, Be Heard

AB, Army & Navy Club

Creative Thinker and Problem Solver



Objectives:

- To think from a different perspective when resolving your problems
- To be able to analyse the nature of the problem more clearly
- To develop innovative and creative thinking skills
- To be able to put those strategies into practice in a realistic way
- To learn how to use the techniques to help you and your colleagues be more effective in your lateral thinking process

You Will Learn:

- Characteristics of a successful problem solver
- To recognise obstacles to creativity
- How the brain works
- To identify the real problem
- Ways to generate solutions
- How to use the 6 stage problem solving model
- The decision making model
- About brainstorming
- About Tony Buzan Mind mapping
- Silent storming
- Thought association
- To make effective use of your own and colleagues' creative thinking skills
- Ways to create the right environment for others to work together
- About using silent storming to lead innovative and creative problem solving sessions
- To understand how to present your ideas to secure the buy in of others

Who Should Attend:

Those who are required to deal with day to day and more complex problems. If you would like to increase your innovation and creative thinking ability. If you would like to lead your team effectively in a problem solving session.

Details:

Duration: 1 Day

Cost: £295

| | | |
|---------------|-----------------|------------------|
| Dates: | 23 October 2009 | Guildford |
| | 3 February 2010 | Guildford |
| | 7 December 2009 | London |
| | 8 March 2010 | London |

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Dealing Effectively with Difficult People and Situations

Objectives:

- To understand behaviour and its effects
- To develop communication skills that help deal effectively with situations
- To recognise three different behaviour types
- To be able to deal more confidently with difficult situations so that no one feels a 'loser'

You Will Learn:

- To use your increased understanding of human behaviour and its effects on others
- To utilise specific communication skills that will help control difficult situations
- To identify passive, aggressive and assertive behaviour - and the effect of this behaviour on others
- To adopt a professional and appropriate style of behaviour when handling difficult situations
- Appropriate delegation
- How to handle confrontation

Who Should Attend:

All those who want to be more confident and professional when dealing with difficult 'people' situations at work - customers, colleagues or supervisors.

Details:

Duration: 1 Day

Cost: £295

| | | |
|---------------|------------------|------------------|
| Dates: | 4 November 2009 | Guildford |
| | 10 February 2010 | Guildford |
| | 5 October 2009 | London |
| | 14 January 2010 | London |
| | 3 March 2010 | London |

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Developing Self-Esteem & Assertiveness

Objectives:

- To understand our right to behave assertively
- To appreciate individual behaviours and characteristics
- To be assertive as and when it is required

You Will Learn:

- To identify your rights and responsibilities within assertiveness
- To identify your own behaviours and those of others
- To make requests in a clear and direct manner
- To refuse requests in a polite but firm manner
- Techniques for assertive behaviour

Who Should Attend:

If you feel that your voice is not being heard or that you are being taken advantage of, the art of assertiveness will give you a range of skills and techniques to communicate more confidently.

Details:

Duration: 1 Day

Cost: £295

| | | |
|---------------|------------------|------------------|
| Dates: | 20 October 2009 | Guildford |
| | 17 February 2010 | Guildford |
| | 14 December 2009 | London |
| | 1 March 2010 | London |

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Dress for Success



Objectives:

- To recognise how powerful your image is
- To understand the impact that colour can have on your confidence and style
- To learn to dress with authority
- To be able to plan a capsule wardrobe
- To appreciate which styles will flatter your shape

You Will Learn:

- How others interpret your image
- How to dress appropriately for your role
- Adding style
- Why colour can make such a difference
- How to wear colour
- ‘Clothing personality’
- How to project more authority with your clothing
- The importance of grooming in and out of the workplace
- Easy day-to-evening wear
- Accessories
- Clothing shapes to suit you

Who Should Attend:

Confidence is the crucial ingredient in affecting how well we communicate. The more confident we feel, the better we perform. One of the best ways to build confidence from the start is to make sure we dress with authority. This training is perfect for anyone who feels they would benefit from individual guidance on how to dress to their best advantage.

Details:

Duration: Half-day

Cost: £195 + VAT

| | | |
|---------------|------------------|-----------|
| Dates: | 11 November 2009 | Guildford |
| | 17 February 2010 | Guildford |
| | 20 January 2010 | London |
| | 11 March 2010 | London |

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Effective Interpersonal Skills

Objectives:

- To identify your individual interpersonal skills
- To show the difference between assertiveness and aggression
- To improve working relationships
- To develop skills in influencing people
- To initiate an action plan for change

You Will Learn:

- What interpersonal skills really are
- The importance of first impressions
- How assertive you are
- Behavioural styles
- Better communication skills
- Five steps to successful change
- Giving and taking criticism without offence

Who Should Attend:

This course is for team members whose performance would be enhanced by improving the way they communicate with colleagues at all levels.

Details:

Duration: 1 Day

Cost: £295

| | | |
|---------------|------------------|-----------|
| Dates: | 13 October 2009 | Guildford |
| | 10 December 2009 | Guildford |
| | 18 February 2010 | Guildford |
| | 11 November 2009 | London |
| | 19 January 2010 | London |
| | 24 March 2010 | London |

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Emotional Intelligence

Objectives:

- To be clear about what Emotional Intelligence is
- To know more about yourself through a deeper understanding of human behaviour
- To be able to recognise your own emotional triggers as well as those of other people
- Become more sensitive to how other people see things
- To be more empathetic and therefore more effective communicators
- To know more about how to adapt your behaviour to gain most from individual situations

You Will Learn:

- What Emotional Intelligence (EI) is
- How EI works
- How to assess your own EI
- About the Emotional Brain
- What it is that makes us feel the way we do
- How to tune into our own and other people's emotional state
- The role of emotion in our behaviour
- The five domains of EI
- How to control disruptive emotions
- Resolving emotional exchanges in stressful situations
- About multiple intelligences
- How to recognise your own and others' strengths
- To understand others' perception of you
- To develop your ability to influence
- How to become an all round listener

Who Should Attend:

Those who manage people and who want to explore new ways of handling and understanding their relationships with colleagues. It is particularly useful for those who don't always understand some of their team, or who are sometimes surprised by colleagues' actions and reactions.

Details:

Duration: 1 Day

Cost: £295

| | | |
|---------------|------------------|-----------|
| Dates: | 7 October 2009 | Guildford |
| | 26 January 2010 | Guildford |
| | 12 November 2009 | London |
| | 29 March 2010 | London |

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Negative to Positive - Getting the Most from People

Objectives:

- Be able to get relationships off to a better start
- Appreciate the importance of establishing what you want to change
- Understand how important it is to show real interest in the other person and listen effectively
- Increase understanding of what it means to look at solutions rather than problems
- Gain knowledge of tools which help to motivate, develop and coach your staff by building on positive behaviour and focusing on solutions

You Will Learn:

- How to use tools that will help you gain a better understanding of each other's expectations
- How to build and maintain more productive relationships
- To use a solutions focused approach to managing staff, one that will help to achieve their potential by enabling you to be more positive
- Gain an understanding of how you can apply this approach to your specific challenges at work

Who Should Attend:

This half-day workshop is for everyone who has responsibility for staff and is looking to develop new skills to allow you to establish a positive workforce and help to achieve their potential. You will experience a solution focused approach which helps you to boost morale, improve performance, develop and coach your staff.

Details:

Duration: 1/2 Day

Cost: £195

| | | |
|---------------|-----------------|-----------|
| Dates: | 27 January 2010 | Guildford |
| | 4 November 2009 | London |
| | 15 March 2010 | London |

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Raise your Profile – Make an Impact



Objectives:

- To think about your personal impact, assess your own social style and how you communicate with others
- It will help you improve on interpersonal relationships
- Network more effectively
- You will identify ways to develop your visibility further and to present yourself effectively
- Make the most of opportunities at times when your career is in transition

You Will Learn:

- To define the behavioural styles - how do others perceive you?
- Awareness of body language and tone of voice
- To adopt appropriate body language and tone to be consistent in the message you want to portray
- What the different social styles are and which is your preferred
- How you can adapt to gain the most from your communication
- How to be more effective when communicating with others in a different style
- To present yourself effectively
- To present your point of view
- How to network effectively
- How to be more visible when attending meetings
- To get involved successfully
- To define your career drivers
- Your strengths and developmental areas
- To create the right impression at interviews
- How to prepare for competency based questions

Who Should Attend:

Those who would like to assess their current impact on others. If you are looking to increase your profile and visibility within the workplace. If you would like to develop your self awareness of how you are perceived. It is ideal for any individual thinking of their career and how to achieve the best they can.

Details:

Duration: 1 Day **Cost:** £295

| | |
|-------------------------------|------------------|
| Dates: 9 December 2009 | Guildford |
| 17 March 2010 | Guildford |
| 6 November 2009 | London |
| 19 February 2010 | London |

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Time Management – A Practical Guide

Objectives:

- To effectively plan and confidently prioritise your work load to ensure your own and your manager's objectives are achieved
- To eliminate or reduce time-stealers
- To deal effectively with paperwork
- To plan ahead to enable deadlines to be met
- To identify the difference between proactive and reactive working.
- To understand how the way you approach work will impact on your ability to manage your working day
- To identify tasks which can be delegated and how to delegate effectively
- To minimise those situations that may lead to stress

You Will Learn:

- Different approaches to managing time
- To take an objective look at how you spend your time at work
- To prioritise effectively
- How to establish short and long term goals to achieve results
- To be aware of your own style in dealing with work and how this helps you to manage yourself more effectively
- To delegate effectively

Who Should Attend:

Getting the most from your day is a skill required at every level. If you are not maximising on the use of your time, then this course will provide enormous help. It is practical, hands on and will help create that feeling of being in control.

Details:

Duration: 1 Day

Cost: £295

| | |
|--------------------------------|------------------|
| Dates: 19 November 2009 | Guildford |
| 16 February 2010 | Guildford |
| 27 October 2009 | London |
| 21 January 2010 | London |
| 22 March 2010 | London |

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Stop Sabotaging Yourself!



Objectives:

- To recognise your personal response to pressure
- To increase your awareness of how you are perceived by others
- To learn how you are sabotaging your own success
- To improve your ability to remain calm and focused under pressure
- To communicate a positive, confident, professional presence in all situations

You Will Learn:

- How to observe your conditioned reaction to challenging situations, and how it may be dysfunctional for the task at hand
- How to identify the situations that trigger you to act from habit rather than choice
- To examine how your habits, beliefs and moods are expressed through your physicality, language, gesture, voice, and use of space
- To understand how this influences how others see you
- How your moods and attitudes are “contagious” and why it matters
- How you are sabotaging your own success
- How your history and experiences have shaped you
- Discover how your limiting beliefs, habits and behaviours are undermining your personal effectiveness and how it is possible to change
- Fast-track techniques to shift from negative to positive emotional and physical states

- Learn how it is possible to manage your response to challenges so you can move from unconscious reaction to conscious intention
- The components of confident presence
- Simple and practical ways to make an impact by presenting yourself with confidence and authority
- To understand the relationship between thoughts, moods, language, breath and physicality with how confident and self-assured you feel.

Who Should Attend:

This training is designed for anyone who wants to increase their personal impact, communicate a confident, professional presence and stay calm, focused and in control even when facing challenging situations. This practical and hands on course concentrates on raising your awareness of how your own sabotaging beliefs and habits are undermining your personal effectiveness. It looks at how you respond to challenges and how you present yourself to others.

Details:

Duration: 1 Day

Cost: £295

| | | |
|---------------|-----------------|------------------|
| Dates: | 2 December 2009 | Guildford |
| | 16 March 2010 | Guildford |
| | 30 October 2009 | London |
| | 4 February 2010 | London |

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Report Writing

Objectives:

- To learn essential grammar points
- To express yourself using plain English
- To use the appropriate report format
- To understand the functions and the components of a report
- To revise and correct the first draft efficiently

You Will Learn:

- The key principles of grammar, punctuation and spelling for use in a report
- How to choose the correct style, tone and level of vocabulary
- The effective use of plain English
- To clearly define the purpose of the report
- To choose the message you wish to communicate
- To develop a report outline quickly and efficiently
- To prepare the first draft
- The best way of revising your first draft

Who Should Attend:

Formal reports to be read by a wide audience, or informal reports for internal purposes, must be professionally written if they are to have impact. Managers and team members responsible for producing reports will find this day invaluable.

Details:

Duration: 1 Day

Cost: £295

| | |
|-------------------------------|------------------|
| Dates: 29 October 2009 | Guildford |
| 2 February 2010 | Guildford |
| 4 December 2009 | London |
| 4 March 2010 | London |

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Speak Clearly – Be Heard

Objectives:

- To be able to articulate more clearly
- To learn breathing techniques that improve the quality of your speech
- To understand the effect posture has on speaking clearly
- Be more confident in your use of emphasis and inflection
- To identify problem words and phrases and learn how to pronounce them correctly

You Will Learn:

- Some basics on the voice and how it works
- The physical aspects of using your voice
- Breath – the vital fuel for your voice
- Pronunciation – the principles
- How to articulate properly
- Exercises on using inflection, emphasis and intonation
- The effect of your voice on other people
- To identify problem words and phrases and to learn how to say them correctly
- Practical exercises on making your voice firmer, fuller and more flowing
- What's needed to break long established habits
- How to practise back in the 'real world'
- Practising via a follow-up mentoring session

Who Should Attend:

This course has been designed specifically for people who feel their voice is not being heard properly. This can be for a variety of reasons: English may not be your first language, you may have a strong accent or you don't speak as clearly as you'd like to. If you'd like to be heard, this course is for you.

Details:

Duration: 1 Day

Cost: £295

| | |
|------------------------------|------------------|
| Dates: 8 October 2009 | Guildford |
| 14 January 2010 | Guildford |
| 26 March 2010 | Guildford |
| 26 November 2009 | London |
| 11 February 2010 | London |

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Technical Report Writing

Objectives:

- To produce technical reports that are clear, concise and effective
- To adopt a systematic approach to purpose, structure and layout
- To adopt practical techniques for organising information
- To use plain English and correct punctuation
- To use references, appendices, figures and graphics effectively
- To develop a professional approach

You Will Learn:

- To overcome the barriers to communication through the written word
- The importance of readability
- Techniques for organising and analysing information
- To get the brief right and understand the benefits of planning
- How to deal with abstracts and summaries
- Key tips on punctuation, essential grammar and the use of plain English
- How to foster clarity and brevity, and identify your 'voice'
- The standards and conventions of business English and the role of house style
- To explore techniques for revising, proofreading and editing

Who Should Attend:

Technical reports are aimed at a demanding audience and writing them can be a challenge. This course is for anyone producing such reports and who needs to develop a more professional approach. Learning is practical and interactive and delegates benefit from direct feedback through peer review.

Details:

Duration: 1 Day

Cost: £295

| | | |
|---------------|------------------|------------------|
| Dates: | 7 January 2010 | Guildford |
| | 17 November 2009 | London |
| | 30 March 2010 | London |

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Better Business Writing

Objectives:

- To learn the basics of grammar, spelling and punctuation as they apply to business letters
- To express yourself persuasively using plain English
- To set the right tone
- To produce your first draft quickly
- To write letters that get results

You Will Learn:

- The essential rules of grammar, punctuation and spelling
- To find and adopt the right tone and style
- To ensure the 'look' is right
- The way to plan and sequence a letter
- Writing for results
- To improve the readability of your letters

Who Should Attend:

This programme is ideal for individuals who would like to improve their skills in the following areas: business grammar, spelling, punctuation, using plain English and above all structuring business letters.

Details:

Duration: 1 Day

Cost: £295

| | | |
|---------------|------------------|------------------|
| Dates: | 1 December 2009 | Guildford |
| | 16 February 2010 | Guildford |
| | 3 November 2009 | London |
| | 12 January 2010 | London |
| | 17 March 2010 | London |

[Register](#)

[More Details](#)

Grammar for Business

Objectives:

- To learn or re-learn grammar principles and how they influence your business writing
- To appreciate the importance of correct punctuation
- To improve the directness of your writing
- To get the best from plain English usage

You Will Learn:

- The right way to use nouns, verbs, adjectives, adverbs and prepositions among other English basics
- To write sentences correctly
- To use punctuation effectively
- To improve your spelling
- To adopt a more direct form of writing
- To write more clearly

Who Should Attend:

If you feel unconfident about your grammar and are concerned that it may be undermining the quality of your message, then this course is designed for you. The combination of learning and fun ensures your written communications can be sent out with confidence.

Details:

Duration: 1 Day

Cost: £295

| | | |
|---------------|------------------|------------------|
| Dates: | 17 November 2009 | Guildford |
| | 14 January 2010 | Guildford |
| | 19 March 2010 | Guildford |
| | 20 October 2009 | London |
| | 15 December 2009 | London |
| | 18 February 2010 | London |

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Rapid Reading

Objectives:

- To noticeably increase your reading speeds
- To heighten your levels of concentration
- To understand written material more fully
- To help maximize long-term retention of the written word
- To use strategies for saving time

You Will Learn:

- What lies behind the principles of rapid reading
- To identify what slows your reading and how your habits contribute to this
- How to increase the speed of your reading, both individually and in groups
- Strategies to improve your concentration
- A range of techniques such as previewing, skimming and scanning
- Ways to help improve your memory
- Better ways of taking worthwhile notes

Who Should Attend:

This course is suitable for anyone who would benefit from saving time in dealing with the large amount of reading that they undertake as part of their job. It would be particularly helpful to individuals who read large documents on a regular basis.

Details:

Duration: 1 Day

Cost: £295

| | | |
|---------------|------------------|------------------|
| Dates: | 20 January 2010 | Guildford |
| | 19 November 2009 | London |
| | 12 March 2010 | London |

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Proofreading Techniques

Objectives:

- To clarify individual proofreading problems
- To set goals and how to reach them
- To speed up the process and improve accuracy
- To learn about readability
- To become a more 'direct' writer

You Will Learn:

- About proofreading and copy editing
- To make proofreading less boring
- To proofread more quickly
- About proofreading marks
- How to design a style sheet
- Key grammar points
- How to use plain English to improve readability

Who Should Attend:

As the importance of accuracy in business documents of all types increases, the need to check properly becomes crucial. This course provides individuals with responsibility for writing or checking detailed documents with a range of skills and strategies to ensure it is done with maximum efficiency.

Details:

Duration: 1 Day

Cost: £295

| | |
|-------------------------------|------------------|
| Dates: 27 October 2009 | Guildford |
| 23 February 2010 | Guildford |
| 27 November 2009 | London |
| 28 January 2010 | London |
| 23 March 2010 | London |

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[More Details](#)



NLP for Business – Making the Difference



Objectives:

- Know why you do what you do
- How to create more of what you're excellent at
- Understand why others do what they do even when it doesn't make sense
- Understand how NLP can improve your sales process and presentation skills
- Create relationships based on trust and respect
- Adapt your communication style to influence and persuade with integrity
- Be effective at dealing with seemingly 'difficult' people
- Create compelling, motivating and resourcefully effective mental and emotional states anytime

You Will Learn:

- Neuro Linguistic Programming – the science of achievement and how it will benefit you
- Why do I do what I do?
- Why do others do what they do?
- What is so positive about the negatives and how I can use them to create a better me
- What can I do differently to make a difference to the way I feel and act?
- The tricks and secrets of using my mind for a change
- How can I deepen and improve the relationships I have and make new ones more easily?
- How can I create winning teams and understand how to influence individuals within the teams?
- Discovering my personal strength and those of others
- Finding out how I can communicate to different people easily
- Knowing why I thought people were difficult and how I can communicate with them so much more easily
- Planning from the future backwards

Who Should Attend:

People who need to influence, persuade, build strong effective and lasting relationships and have a need to understand why they do what they do and how to make the best of themselves and others.

Details:

Duration: 1 Day

Cost: £295

| | | |
|---------------|------------------|------------------|
| Dates: | 25 November 2009 | Guildford |
| | 9 March 2010 | Guildford |
| | 14 October 2009 | London |
| | 13 January 2010 | London |

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Persuading & Influencing People

Objectives:

- To understand the principles of effective communication
- To communicate in a more persuasive manner both inside and outside your organisation
- To learn how to explain complex ideas in a way that helps understanding
- To use persuasion skills to help shape others' opinions

You Will Learn:

- More about how we communicate and your personal style
- How non-verbal language influences others
- To get your message across as you mean it
- How to use questions to improve communication
- To be a better listener
- To improve your handling of sensitive and difficult issues

Who Should Attend:

This course is ideal for anyone who feels they don't get their message across, particularly newly appointed managers who wish to make an impact.

Details:

Duration: 1 Day

Cost: £295

| | | |
|---------------|-----------------|------------------|
| Dates: | 28 October 2009 | Guildford |
| | 3 March 2010 | Guildford |
| | 7 January 2010 | London |

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Presentation Skills

Objectives:

- To overcome the natural fear of speaking to a group
- To understand and gain the non-verbal skills all good speakers need
- To recognise how verbal language influences listeners
- To write a presentation that people remember
- To deliver an effective short presentation

You Will Learn:

- Strategies to deal with anxiety
- The impact of non verbal language
- To make the listener feel special – as if they are the only one you are speaking to
- The way to plan, organise and structure a presentation
- The best way to use visual aids
- The skills involved in delivering a short but effective presentation
- How to answer questions afterwards

Who Should Attend:

This is an intensive practical course that will provide individuals at any level with the tools to deliver effective, and listened to, presentations.

Details:

Duration: 1 Day

Cost: £295

| | | |
|---------------|-----------------|------------------|
| Dates: | 5 November 2009 | Guildford |
| | 5 February 2010 | Guildford |
| | 2 October 2009 | London |
| | 6 January 2010 | London |
| | 9 March 2010 | London |

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Change Management

Objectives:

- Gain a better understanding of the drivers for change
- Understand why your staff might resist change
- Gain knowledge of tools and techniques to analyse and overcome the barriers to change
- Understand which steps need to be taken to ensure change is managed and implemented effectively
- Assess the change situation in your own organisation and create an action plan

You Will Learn:

- To use practical tools to make potentially difficult situations easier for you and your team.
- How to achieve positive outcomes during and after the change programme
- How individuals deal with, and adapt to, change
- What the possible obstacles to implementing change are and how you can overcome them
- About the steps you need to take to effectively manage and implement change.
- How you can manage and support the change you are confronted with in your organisation more successfully

Who Should Attend:

This course is suitable for managers, HR practitioners and anyone who is responsible for implementing, guiding and managing change. It will help to develop their skills and knowledge in effective change management tools and techniques.

Details:

Duration: 1 Day

Cost: £295

| | |
|------------------------------|------------------|
| Dates: 6 October 2009 | Guildford |
| 21 January 2010 | Guildford |
| 25 November 2009 | London |
| 18 March 2010 | London |

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Essential Business Numeracy



Objectives:

- To feel confident when using numbers
- To be able to use a calculator properly
- Understand basic calculations
- To be able to apply calculations in the business environment
- To gain solid practice using numbers

You Will Learn:

- Defining the jargon - common terms explained
- How to use the calculator
- To deal with common calculator problems
- Fractions
- Decimals
- Percentages
- Ratios
- Currency conversions
- To calculate Value Added Tax (VAT)
- Inclusive and exclusive explained
- Applying different VAT rates

Who Should Attend:

This workshop is designed for everyone who has a concern as to their ability to cope with numbers and who would like to gain confidence in their use and application.

Details:

Duration: Half-Day

Cost: £195

| | |
|------------------------------|------------------|
| Dates: 6 January 2010 | Guildford |
| 18 March 2010 | Guildford |
| 18 November 2009 | London |
| 9 February 2010 | London |

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Finance for Non-Financial Managers

Objectives:

- To understand the financial documents you meet in your daily work
- Know how finance affects business decisions
- Understand the key elements of company accounts
- To prepare a budget and monitor it

You Will Learn:

- An understanding of the key financial statements used in a business – cash flow, balance sheet, profit and loss account
- How financial information is used internally and externally
- Commonly used terms and conventions
- How finance affects decisions and company goals

Who Should Attend:

Managers and administrators who work with financial information and would benefit from a better understanding of terms and conventions. People who need to improve their ability to read and understand financial documents.

Details:

Duration: 1 Day

Cost: £295

| | | |
|---------------|-----------------|------------------|
| Dates: | 1 October 2009 | Guildford |
| | 22 January 2010 | Guildford |
| | 2 December 2009 | London |
| | 2 March 2010 | London |

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Managing People Effectively

Objectives:

- To deal with the changes when you become a manager
- To learn to delegate effectively
- To understand the process of training and integrating new staff
- To acquire the habits of effective leaders
- To handle difficult people and situations

You Will Learn:

- How to add to your personal credibility as a manager
- The skills to get the job done
- The way to empower the people reporting to you
- Effective delegation
- Leadership skills and in particular how to motivate people
- To develop a personal action plan to assist change

Who Should Attend:

Those who manage people but who have not been formally trained or who would like a refresher in the techniques that get results.

Details:

Duration: 1 Day

Cost: £295

| | | |
|---------------|------------------|------------------|
| Dates: | 28 October 2009 | Guildford |
| | 6 January 2010 | Guildford |
| | 4 March 2010 | Guildford |
| | 9 November 2009 | London |
| | 12 February 2010 | London |

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Organising Your Managers

Objectives:

- To be able to develop good working relationships with your manager or managers
- To be confident setting up systems to manage resources, people and time
- To improve your communication skills
- To build strategies to influence and persuade others of your ideas
- To understand your manager's style of working
- To enhance office performance

You Will Learn:

- Self perception – of ourselves and our contribution
- The skills needed for success
- How to develop your role
- What an effective working relationship is built on
- What we want from our managers
- Self analysis. How do we spend our working day?
- Reactive and proactive working – achieving the balance
- Creating an awareness of time-stealers and how to control them
- About the need to actively listen – and how to do so
- What type of questions can we ask to help achieve results
- The three steps to take to help persuade others
- About your manager's style of working and whether they are a Type A or Type B boss
- How to give maximum support to each type

Who Should Attend:

First line managers, PAs and those in a support role who wish to develop their role to increase the contribution they make to their managers, team and organisation.

Details:

Duration: 1 Day

Cost: £295

| | |
|--------------------------|------------------|
| Dates: 5 Nov 2009 | Guildford |
| 25 March 2010 | Guildford |
| 16 Feb 2010 | London |

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Distance Management – Virtual and Remote Teams

Objectives:

- Understand the managerial issues unique to remote teams
- Maximise performance in a virtual environment
- Understand how to ensure that individual remote staff members operate as a team
- Understand the impact of distance on communication
- Appreciate the role of cultural differences

You Will Learn:

- How to build and maintain relationships
- The difference between face-to-face and distant relationships
- About the tools that can help you
- How to manage expectations
- Characteristics of success - teams, leaders, organisations
- How technology can help productivity
- When to use what technology

Who Should Attend:

This course is suitable for anyone who is seeking to enhance their remote managerial and team leading skills. It will help all those who are already managing virtual teams and need further direction. It will also help managers who will shortly be placed in a position where remote managing will form an integral part of their job.

Details:

Duration: 1 Day

Cost: £295

| | |
|-------------------------------|------------------|
| Dates: 16 October 2009 | Guildford |
| 24 February 2010 | Guildford |
| 16 December 2009 | London |

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Project Management – An Introduction

Objectives:

- To provide an introduction to the principles of Project Management
- To describe in a readily understandable way how projects should be managed

You Will Learn:

- Project Management Principles
 - What is a project?
 - Benefits of Project Management
 - The lifecycle of a project
 - Key principles for success
 - Understanding why projects fail
 - Tools of Project Management
- Planning and Organising a Project
 - Writing a project charter (PID) and a project goal
 - Identifying stakeholders
 - Producing key documentation
 - Defining tasks and durations and understanding critical path analysis
- Project Handover, Closure and Review
 - Close-out procedure
 - Importance of lessons learned

Who Should Attend:

Project managers, team leaders and business people about to be involved in managing, or overseeing, a project or process will find this introduction course invaluable. No prior knowledge of project management is assumed.

Details:

Duration: 1 Day

Cost: £295

| | | |
|---------------|------------------|------------------|
| Dates: | 11 December 2009 | Guildford |
| | 11 March 2010 | Guildford |
| | 5 November 2009 | London |
| | 26 January 2010 | London |

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Newly Appointed Manager

Objectives:

- To understand roles and responsibilities
- To appreciate the skills needed to motivate and get the best from the team
- Effective communication
- Effective delegation and feedback

You Will Learn:

- What your role is
- Your responsibilities
- To set SMART objectives
- How to get the best from your team
- Effective ways to handle staff positively
- Motivation
- Delegation
- Feedback – giving and receiving
- Communication and listening skills
- Assertiveness

Who Should Attend:

This course is specifically for those who have just been promoted or are about to be promoted to their first, or possibly second, line management role.

Details:

Duration: 1 Day

Cost: £295

| | | |
|---------------|-----------------|------------------|
| Dates: | 14 October 2009 | Guildford |
| | 4 February 2010 | Guildford |
| | 8 December 2009 | London |
| | 10 March 2010 | London |

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Conflict Management

Objectives:

- Understand the causes of conflict
- Be introduced to the role of facilitator
- Enhance your skills in managing diverse teams of people
- Develop techniques for resolving conflict
- Learn strategies for dealing with aggression
- Learn how to resolve customer complaints
- Increase your customer/client satisfaction and retention

You will learn

- The causes of conflict
- The real effects of conflict
- About the role of the facilitator
- Questioning and listening skills
- How to maintain objectivity
- To build rapport
- The best ways to get the facts
- How to introduce and discuss solutions
- Strategies for handling aggression
- Effective listening skills
- Simple but powerful questioning techniques
- How to effectively summarise the position objectively
- Ways to seek options and solutions through practical exercises

Who Should Attend

Anyone with responsibilities for managing teams of people will benefit from this programme by learning how to recognise, understand and resolve conflict in the workplace. This programme will also support individuals who have direct customer interface. The clients may be internal customers from other departments, members of the public or personnel from other companies. As aggression is frequently caused by high stress levels, personnel who work in this type of environment can learn strategies for counteracting these pressures.

Details:

Duration: 1 Day **Cost:** £295

| | | |
|---------------|------------------|------------------|
| Dates: | 16 December 2009 | Guildford |
| | 10 March 2010 | Guildford |
| | 29 October 2009 | London |
| | 22 January 2010 | London |

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Cracking the Cash Flow Problem

Objectives:

- To improve debt collection – and minimise risks of giving credit
- To learn how to balance cash flow with supplier relationships
- To develop strategies to reduce costs
- To understand the preparation and pitfalls of the cash flow forecast

You will learn

- About the Business Model from a cash perspective
- The 'cash position' explained
- Contractual terms uncovered
- How to collect what's owed to you
- To review billing procedures
- The way to assign responsibility
- Strategies for minimising the risk
- More on effective payment terms and discounts
- To balance extended credit v working relationships
- The use and impact of late payment legislation
- How to review the product/service portfolio
- To assess required stock levels
- To compare financing methods
- To establish the true cost of finance
- How to make a realistic cash flow forecast
- Ways to monitor against the forecast

Who should attend

All owners, directors and managers involved in the financial management of organisations and businesses who wish to improve the cash position and so avoid potential financial problems

Details:

Duration: 1 Day **Cost:** £295

| | |
|-------------------------------|------------------|
| Dates: 4 December 2009 | Guildford |
| 19 March 2010 | Guildford |
| 22 October 2009 | London |
| 29 January 2010 | London |

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Supervisory Skills

Objectives:

- To establish or enhance your credibility as a supervisor
- To learn to listen properly
- To understand effective delegation techniques
- To get the results you know your team are capable of

You Will Learn:

- To make the transition to the supervisory role
- How to delegate
- To make decisions
- An introduction to induction and the training of new staff
- How to motivate
- To deal with negative attitudes
- To build a positive work environment

Who Should Attend:

Supervisors and managers who have been in the role for a short time and who would like to improve their managing, delegation and leadership skills.

Details:

Duration: 1 Day

Cost: £295

| | |
|-------------------------------|------------------|
| Dates: 3 November 2009 | Guildford |
| 10 February 2010 | Guildford |
| 1 December 2009 | London |
| 31 March 2010 | London |

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Train the Trainer – Fast Track

Objectives:

- To understand more about how adults learn - and how this impacts on our design and delivery of training programmes
- To gain strategies for writing effective training courses and sessions
- To recognise the characteristics of effective trainers – and use them to best effect
- To be more confident in your ability to deliver an effective training course

You Will Learn:

- How adults learn and the four learning styles
- How to incorporate each into the training environment
- Accelerated learning – what is it – why is it relevant to trainers?
- How to set and write SMART objectives
- What activities will help the learner absorb key information?
- The importance of timings for each building block
- How we can make our training ‘come alive’ with visual aids
- Strategies to overcome nerves – some practical tips
- A few ideas to help deal with ‘tricky’ participants
- How to evaluate training

A key element in this training is the opportunity to deliver a five minute training course.

Who Should Attend:

Any member of staff who now has the responsibility to train others in the workplace. It also acts as a ‘refresher’ for experienced trainers looking to update and enhance their skills in a very ‘hands on’ environment.

Details:

Duration: 1 Day

Cost: £295

| | | |
|---------------|------------------|------------------|
| Dates: | 24 November 2009 | Guildford |
| | 30 March 2010 | Guildford |
| | 28 October 2009 | London |
| | 27 January 2010 | London |

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Data Protection – Understanding the Law

Objectives:

- To understand the importance of complying with data protection laws
- To understand the implications of non-compliance
- To understand the main principles of data protection law
- To understand the main steps to data protection compliance

You Will Learn:

- About the types of personal data covered by data protection laws
- What data protection law means for you
- What types of data you are required to disclose to individuals
- How to handle employee information legally
- How to market by email legally
- About the steps you can take to ensure compliance with data protection laws
- Principles of the Freedom of Information Act

Who Should Attend:

Individuals who deal with personal data at work will benefit greatly from gaining a clear understanding of the requirements of data protection laws and an understanding of the main compliance steps.

Details:

Duration: 1 Day

Cost: £295

| | | |
|---------------|------------------|------------------|
| Dates: | 15 December 2009 | Guildford |
| | 23 March 2010 | Guildford |
| | 10 November 2009 | London |
| | 5 February 2010 | London |

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Diversity Awareness

Objectives:

- To clarify what diversity really means and does not mean
- To use diversity to maximise the talents within your team
- To understand more about diversity and the law
- To explore strategies for change and inclusion

You Will Learn:

- What is diversity and does it matter?
- Legislation – equal opportunities/ employment law overview
- Where do discrimination and other forms of bad practice come from?
- Good practice – recruitment (legislative detail)
- Good practice – performance management (supervision, appraisals, grievance, disciplinaries and legislative detail)
- Prevention is better than cure (hints and tips)
- How to prepare a plan for change

Who Should Attend:

This course provides an excellent introduction to the whole topic of diversity in the workplace. It looks at the position from both the legal aspect and also the operational aspect to explore the real benefits to an organisation. It is ideal for HR professionals new to this topic as well as line managers leading teams with diverse talents and backgrounds.

Details:

Duration: 1 Day

Cost: £295

| | | |
|---------------|------------------|------------------|
| Dates: | 8 December 2009 | Guildford |
| | 24 March 2010 | Guildford |
| | 7 October 2009 | London |
| | 10 February 2010 | London |

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Extraordinary Customer Service

Objectives:

- To inspire a service culture where professionalism and enthusiasm are fused together
- To build on existing capabilities and re-focus attitudes and skills to meet current and future challenges
- To know what comprises an extraordinary service attitude and approach
- To develop skills in communication and behavioural flexibility - dealing with different people and challenging situations
- To enhance complaint handling skills - how to turn around upset clients successfully

You Will Learn:

- Why service should be extraordinary
- Who are your customers?
- The internal customer
- Perception – how do people see us?
- Attitude – there is nothing so contagious as enthusiasm
- Telephone essentials and specific vocabulary
- Questioning skills and building rapport
- Four POWER points for astonishing influence and impact
- Complaints and why they are gifts
- How to deal with difficult people, angry customers, screamers!
- Recovery strategies when things go wrong
- The four levels of service used by all top service providers
- The Five Commandments of Service Superstars - the traits that make superstars!

Who Should Attend:

The course is for people new to customer service or those who need an injection of fresh ideas. The purpose of this training is to help define service levels and to provide the skills to deliver a world class level of customer service.

Details:

Duration: 1 Day

Cost: £295

| | | |
|---------------|------------------|------------------|
| Dates: | 26 November 2009 | Guildford |
| | 23 March 2010 | Guildford |
| | 13 October 2009 | London |
| | 2 February 2010 | London |

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Negotiation Skills

Objectives:

- To explore individual attitudes toward negotiation
- To understand what makes us bad negotiators
- To develop strategies to be better negotiators
- To start getting the outcomes we want
- To spot the pitfalls present in any negotiation situation
- To write a plan for change

You Will Learn:

- Your real attitudes to negotiating
- Who the best negotiators are and why
- The worst thing a negotiator can do
- How to prepare properly
- The negotiator's most useful question
- Whether seeing is believing
- The most important single principle of negotiating

Who Should Attend:

The course has been specifically designed for people negotiating on behalf of their organisation with external suppliers. The principles behind it apply, however, to negotiation at any level.

Details:

Duration: 1 Day

Cost: £295

| | | |
|---------------|------------------|------------------|
| Dates: | 10 November 2009 | Guildford |
| | 9 February 2010 | Guildford |
| | 11 December 2009 | London |
| | 16 March 2010 | London |

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[More Details](#)

Event Management – The Next Step

Objectives:

- To be able to set clear event aims and objectives
- To know how to design and create your event
- Learn how to effectively promote your event
- To manage your event budgets
- To design your event programme
- To be able to assess and evaluate your chosen venue
- To know how to design and plan your site
- To produce and theme your event
- To know how to risk assess and manage basic health and safety at your event
- To effectively evaluate your event

You Will Learn:

- About the world of events
- The event planning process
- Purpose: reasons for the event
- About presentation: event design and creation
- The skills of event planning: what do you need to do to deliver your event - plans, budgets, services
- Event venue evaluation
- How to promote your event effectively
- Designing your event programmes
- Participation: involving your audience
- Event production: co-ordinating the delivery of your event, operational plans, risk and fire assessments, event health and safety
- New people skills: know your audience, event team management, key event management skills
- How to evaluate an event
- Review of practical tips to take back to the workplace

Who Should Attend:

Designed as a follow-on from the introduction to event management seminar, this course is for those people with some event management experience and is designed to give organisers of business events, such as conferences, corporate hospitality, product launches, dinners, awards, exhibitions, team building, reward and appreciation events, the essential tools to deliver high quality event experiences time and time again.

Details:

Duration: 1 Day **Cost:** £295

| | | |
|---------------|-----------------|------------------|
| Dates: | 3 December 2009 | Guildford |
| | 26 March 2010 | Guildford |
| | 8 October 2009 | London |
| | 3 February 2010 | London |

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Event Management – An Introduction

Objectives:

- Have an understanding of the event management industry and the different types of events that you may have to manage
- Understand what makes an event successful
- Know what skills and qualities an effective event manager needs
- Be able to put together a plan for your event, detailing critical actions and resource requirements
- Be aware of how to identify and log your event risks
- Understand how to develop and manage an event budget
- Have some ideas on how to market an event
- Know how to assess venues and organise suppliers

You Will Learn:

- What is an event?
- The key principles for successful events
- The skills and qualities of the Event Manager
- Mistakes to avoid, triumphs and tips
- To define your brief - understanding the objectives of the event and its target audience
- To produce an event plan
- About venue selection
- How to produce a budget
- To identify and mitigate risks
- The need for good record keeping
- How to work with suppliers
- Ideas for marketing
- On the day of the event – your role
- Evaluating and reviewing the event

Who Should Attend:

This workshop is designed for those who need to organise internal and external events including client functions, meetings, conferences, training sessions and team away-days.

Details:

Duration: 1 Day **Cost:** £295

| | | |
|---------------|------------------|------------------|
| Dates: | 18 November 2009 | Guildford |
| | 12 January 2010 | Guildford |
| | 30 March 2010 | Guildford |
| | 15 October 2009 | London |
| | 17 December 2009 | London |
| | 17 February 2010 | London |

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[More Details](#)

Executive PA – Developing Your Role

Objectives:

- To identify the role of the PA in an increasingly changing business environment
- To enhance team performance and manage your own and your manager's time effectively
- To anticipate others' needs and identify areas for improvement
- To use your initiative and take on increased responsibility
- To make decisions and solve problems

You Will Learn:

- How the role of the PA is changing
- To understand the role of management
- To think more like a manager – anticipating needs and easing the pressure
- To focus on team and organisational goals – and recognise the role you play in achieving them
- Time management tips to keep you in control
- How to educate your key colleagues
- How to solve problems and make decisions – and have confidence to do so

Who Should Attend:

This programme is for PAs and secretaries who wish to, and know they can, develop their role to increase their contribution to their organisation.

Details:

Duration: 1 Day

Cost: £295

| | | |
|---------------|------------------|------------------|
| Dates: | 4 November 2009 | Guildford |
| | 11 February 2010 | Guildford |
| | 9 December 2009 | London |
| | 19 March 2010 | London |

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[More Details](#)

Finance for PAs & Administrators

Objectives:

- Understanding of how a business works financially
- Understanding of financial jargon and concepts
- Understanding of financial accounts and reports
- The ability to participate in the budget process
- Confidence to discuss and handle business matters

You Will Learn:

- Overview of the business cycle
- Debt vs equity – the choice of capital funding
- Understanding the basic concepts of profit and loss account, balance sheet and cash flow
- The basics of VAT
- The principles of budgeting
- The importance of financial controls

Who Should Attend:

This course is designed for PAs, administrators and commercial assistants who would like a better understanding of how their organisation's finances work. It delivers a serious subject in an accessible and easy to understand way with lots of fun built in.

Details:

Duration: 1 Day

Cost: £295

| | | |
|---------------|------------------|------------------|
| Dates: | 12 February 2010 | Guildford |
| | 10 December 2009 | London |

[Register](#)

[More Details](#)

Making Meetings Matter

Objectives:

- To identify the types of meeting you attend and those factors which contribute to their success
- To prepare effectively for all meetings you attend
- To be able to apply techniques that ensure a meeting stays on course
- To learn why it is necessary to record who is to action a point with clear deadlines agreed
- To know how to establish the contribution of each member, both during and after a meeting to ensure the minutes taken represent a true and accurate record of events

You Will Learn:

- Much more about the different types of meeting
- How to clearly establish the objectives of a meeting
- Why meetings fail
- What makes an effective meeting
- How to properly prepare for a meeting
- About the questions you need to ask to make the meeting effective
- How to produce a realistic agenda
- Tactics to keep the meeting on course
- Key responsibilities of the chairperson
- The key steps to consider in order to achieve a productive outcome
- To produce concise and accurate minutes

Who Should Attend:

This course is designed for people at any level who are called upon to organise and run meetings and who want to achieve the best possible outcome. Ideal if you are new to this vital function or in need of a refresher to get you back on track.

Details:

Duration: 1 Day

Cost: £295

| | | |
|---------------|------------------|------------------|
| Dates: | 18 November 2009 | Guildford |
| | 9 October 2009 | London |
| | 25 February 2010 | London |

[Register](#)

[More Details](#)

Minute Taking – A Practical Guide

Objectives:

- To reduce the time it takes to produce accurate minutes with confidence
- To work effectively with the chairperson to prepare the meeting and agenda
- To identify and overcome barriers to listening during meetings
- To learn note-taking techniques that work
- To identify and capture the key points of a discussion
- To use these skills to produce accurate minutes confidently

You Will Learn:

- To organise agendas
- To prepare for the meeting
- To understand what makes a successful meeting
- Why minutes are important
- Strategies to develop critical listening skills
- How to identify key points
- How to take notes accurately
- Best ways of writing up the minutes and converting notes to text

Who Should Attend:

This course is ideal for those responsible for recording minutes of formal meetings as well as a record of informal meetings.

Details:

Duration: 1 Day

Cost: £295

| | | |
|---------------|------------------|------------------|
| Dates: | 12 November 2009 | Guildford |
| | 13 January 2010 | Guildford |
| | 25 March 2010 | Guildford |
| | 29 October 2009 | London |
| | 3 December 2009 | London |
| | 4 February 2010 | London |

[Register](#)

[More Details](#)

Newly Appointed Secretary/Administrator

Objectives:

- To understand the role of the secretary/administrator and know the skills required for this position
- To learn what's needed to build a successful working relationship with your manager
- To communicate more confidently
- To learn diary management skills and how to manage your time better
- Understand how to organise meetings
- Learn about minutes of meetings and what's involved in taking them.

You Will Learn:

- How and why the office and office roles are changing
- About the role of management and where you fit in
- How to build a successful working relationship with your manager – working in partnership
- About assertive behaviour
- How to give feedback to your managers and other team members
- Ways to manage yourself, your manager and your workload
- To spot symptoms of poor time management and how they can be overcome
- How to set priorities and meeting deadlines
- About to do lists, planners and other tools
- About organising meetings
- Minutes – what they are and how to take them

Who Should Attend:

People moving from a junior office position to one where they will take on more responsibility and a wider range of activities. It will also suit more experienced individuals moving from specialist roles such as receptionist to a wider administrative position.

Details:

Duration: 1 Day

Cost: £295

| | | |
|---------------|-----------------|------------------|
| Dates: | 13 October 2009 | Guildford |
| | 8 January 2010 | Guildford |
| | 3 December 2009 | London |
| | 8 March 2010 | London |

[Register](#)

[More Details](#)

Professional Receptionist

Objectives:

- To understand the importance of the receptionist's role
- To learn how to make a first impression people remember
- To review best telephone practice
- To develop strategies for dealing with difficult people and situations

You Will Learn:

- To adopt appropriate telephone techniques
- To receive visitors professionally
- To direct calls correctly
- To deal with difficult people and situations
- To improve personal effectiveness

Who Should Attend:

Staff who are representing the company in a front line reception position, or who are asked to deputise in this important role from time to time.

Important: this course is limited to 6 delegates to ensure maximum benefit.

Details:

Duration: 1 Day

Cost: £295

| | | |
|---------------|------------------|------------------|
| Dates: | 12 October 2009 | Guildford |
| | 15 January 2010 | Guildford |
| | 24 November 2009 | London |
| | 26 March 2010 | London |

[Register](#)

[More Details](#)

Speed Writing

Objectives:

- To be able to take notes and/or minutes using speedwriting techniques
- To take telephone or other messages quickly and accurately
- To learn and use strategies to further build your speed

You Will Learn:

- What is speed writing and why it's useful
- Some basic speedwriting rules
- Useful abbreviations
- Shortcuts and handy hints
- How to take notes
- Techniques to build your speed
- How to develop your own unique abbreviations
- Strategies for building speed back at work

Who Should Attend:

Anyone working in today's fast paced environment who needs to take notes quickly and accurately. Ideal for minute taking, taking a brief from a client or colleague or even taking an accurate telephone message. A real alternative to shorthand.

Details:

Duration: 1/2 Day

Cost: £195

| | | |
|---------------|------------------|------------------|
| Dates: | 2 October 2009 | Guildford |
| | 28 January 2010 | Guildford |
| | 18 December 2009 | London |
| | 5 March 2010 | London |

[Register](#)

[More Details](#)

Type in Two Days – Accelerated Learning

The average two finger typist keys in at about 15 words a minute. A competent touch typist would easily achieve over 60 words a minute. Simple arithmetic tells you that someone keyboarding for an hour a day could save between 15 and 20 DAYS (yes days!) a year, simply by increasing from 15 words to 30 words a minute.

Objectives:

- To explain how accelerated learning works and how it will be used to teach you to touch type – fast
- To overcome your barriers to learning this essential skill
- To have you touch typing (ie not looking at the keyboard) all the letters of the alphabet within two days
- To build your speed to the maximum you can achieve within the time allowed
- To give you the strategies and the tools to further build your speed once you return to work

You Will Learn:

- How to sit properly when typing to help avoid RSI and back pain
- The correct fingers to use for each letter of the alphabet
- How to get rid of your existing bad habits
- The strategies needed to build up your typing speed
- How to practise once you return to your place of work and at home
- To type properly!

Who Should Attend:

This course is for everyone who is frustrated by how long it takes to type an email, letter or report. If you believe that it takes too long to learn to type properly, then this course is for you.

Details:

Duration: 2 Days **Cost:** £395

| | |
|-------------------------------------|------------------|
| Dates: 19 & 26 November 2009 | Guildford |
| 11 & 18 March 2010 | Guildford |
| 8 & 9 October 2009 | London |
| 10 & 11 Dec 2009 | London |
| 11 & 12 Feb 2010 | London |

[Register](#)

[More Details](#)

Telephone Technique

Objectives:

- To acquire a confident and friendly telephone manner
- To learn what to say and what NOT to say
- To gain effective listening skills
- To deal with awkward situations
- To adopt ways of taking and passing on messages in a professional way

You Will Learn:

- Improved communication skills
- The importance of voice and attitude
- Listening skills and questioning techniques
- To sound confident and helpful
- To understand the caller's needs
- To handle awkward calls
- To take messages
- To hand over and re-route a call

Who Should Attend:

All staff who would like to improve their telephone communication skills, but in particular those who use the telephone as an important part of their job.

Important: this course is limited to 6 delegates to ensure maximum benefit.

Details:

Duration: 1 Day

Cost: £295

| | |
|--------------------------------|------------------|
| Dates: 19 November 2009 | Guildford |
| 25 February 2010 | Guildford |
| 23 October 2009 | London |
| 8 January 2010 | London |
| 25 March 2010 | London |

[Register](#)

[More Details](#)

The Institute of Leadership and Management (ILM) is Europe's largest leadership and management awarding body. GBC Learning & Development is recognised as a provider for four development awards.

Each award is a highly practical programme designed to develop management skills in four critical areas: Managing Effectively from the Start – a grounding for newly appointed managers; Professional Writing Skills for Managers – a programme to ensure the messages sent are always the ones intended; Coaching Skills for Managers - training to help managers bring out the full potential from each individual in their team; Managing Finance Reports and Budget forecasts – to clarify understanding and help with preparation of figures essential to the wellbeing of any organisation.

Each award is made up of over 12 hours of instructor-led training plus additional prescribed reading and practice exercises. The style is practical, hands-on and relevant.

Manage Effectively from the Start

Objectives:

By the end of the course delegates will:

- Define their role and responsibilities
- Manage the personal transition from team member to team leader
- Understand what it means to manage effectively and get the best out of people
- Be able to use an understanding of management styles to improve their communication with the team
- Know how to set performance objectives
- Employ a range of motivation techniques
- Understand how to delegate
- Create an empowering environment using assertive communication
- Activate others through listening
- Understand the link between feedback and performance
- Understand staff appraisal cycles



The way they work:

They do not form part of our 'open' course catalogue and are delivered to groups of four people or more within individual organisations.

When?

They can start and finish when it fits in with your group and around the workload.

Where?

You can learn at your office or at a venue we can arrange.

How?

You can choose how to split the training but there must be breaks between sessions to allow you to complete course work. You can do whole days, half days, weekly, fortnightly or even monthly – whatever is more convenient.

Professional Writing for Managers

Objectives:

By the end of the course delegates will:

- Be confident in their use of English grammar and punctuation
- Know more about style, tone and the appropriate vocabulary to use
- Use plain English with confidence
- Be able to select from the variety of written communication options
- Know how to structure a management report
- Employ a range of persuasion techniques
- Explore and practise writing letters, reports and emails
- Develop a writing style as an aid to being understood
- Know the difference between your management style and corporate style

Managing Finance Reports and Budget Forecasts

Objectives:

By the end of the course delegates will be able to:

- Manage budget forecasts
- Understand the nature and value of budgets
- Understand the ways budgets can be constructed and how their organisation undertakes this
- Contribute to the preparation of budgets for their area of responsibility
- Identify and use budgets for monitoring purposes
- Understand variance analysis and cost control
- Determine specific ways to maintain control of budget costs
- Manage financial reports
- Identify which financial documents are produced in their organisation and how to use them
- Work with the final accounting documents used in their organisation
- Recognise significant financial indicators of business performance
- Understand the difference between cash and profit and the need for cash flow forecasting and credit control
- Identify the main sources of long, medium and short term funds for business
- Understand source documents and their importance

Coaching Skills for Managers

Objectives:

By the end of the course delegates will:

- Have increased the effectiveness of their management style
- Be able to develop the ability and motivation of their staff
- Understand the difference between coaching, managing and mentoring
- Have a framework for effective coaching
- Experience a number of opportunities to practise coaching techniques
- Have an action plan for implementing coaching in their organisation

