



### TRAINING COURSES AND WORKSHOPS

Our courses are suitable for mixed audiences from a variety of organisations or can be run in-house for one organisation. Courses can be tailor made to suit your specific requirements and available time. All are interactive and require commitment and participation from participants. We can also offer one2one training in the same topics. Contact us to discuss your needs: Tel 07961 134 033

COURSE / WORKSHOP TITLE	WHAT YOU WILL LEARN...	SUITABLE FOR...
<b>SYSTEMS AND PROCEDURES MADE EASY</b>	<p>Do you dream of becoming more organised? Are you wallowing in a mountain of paper? Have you got a new system to set up but don't know where to start?</p> <p>This course will show you how to set up and administer a wide range of office systems and procedures including record keeping, filing, holiday &amp; absence, day files. The course could also be tailored to a specific system e.g. Training and Development Plan, Evaluations and Monitoring, Interviewing and Appraisals.</p>	<i>This course would suit administration staff and those new to an office environment.</i>
<b>5 KEYS TO AN EFFECTIVE PERSONNEL STRUCTURE</b>	<p>Staffing is probably the most expensive resource for any organisation. An effective personnel structure will ensure that you get a productive, motivated and happy workforce.</p> <p>This course focuses on the 5 key areas: employees, policies &amp; procedures, systems, training &amp; development and communications. It will show you how to design and implement policies, procedures and systems that work for your organisation and your people.</p>	<i>This course would suit people and organisations recruiting staff for the first time. It could also be suitable for those organisations which have grown without establishing a personnel structure.</i>
<b>TAKING ON NEW MEMBERS OF STAFF</b>	<p>Your staff are your biggest asset, accounting for 85% of your budget. You want to be sure you get the right people, give them the tools to do their job and then train, motivate and develop them.</p> <p>This course takes you through the whole process from defining the job, through the paperwork, systems and procedures to development and appraisal. This course will make sure that you know exactly what you need to do when recruiting your first employee. Whilst it is designed for new employers it can also be useful revision for those whose employment practices have become a bit haphazard.</p>	<i>This course would suit people and organisations recruiting staff for the first time. It would also be suitable as a 'refresher' for any organisation ensure a smooth recruitment process.</i>
<b>THE SECRETS OF SUCCESSFUL INTERVIEWING</b>	<p>A good interview is a two way process allowing both interviewer and interviewee to make sound decisions.</p> <p>This course will cover the basic stages to enable participants to interview successfully. We'll show you how to prepare how to ask questions that give you the answers you need, how to overcome your nerves and how to put your interviewee at ease. We'll share some Top Tips and make sure you understand the definite no-go areas.</p>	<i>This course would suit those new to interviewing or managers required to conduct 2<sup>nd</sup> stage interviews.</i>
<b>AN INTRODUCTION TO APPRAISALS</b>	<p>As well as finding out how your employees are getting on, an Appraisal should be an integral part of the management, development and organisational planning process.</p>	<i>Anyone who is looking to put in an appraisal scheme as well Managers who are doing appraisals for the first time.</i>

<p><b>PRESENTATION SKILLS TO WIN AUDIENCES</b></p>	<p>How do you make your presentations stand out? How do you engage your audience? How do you avoid 'death by PowerPoint'?</p> <p>This course will show you the tricks of the trade. You will learn how to identify with your audience, how to prepare a presentation to meet their needs and how to deal with awkward questions. We'll show you how to use PowerPoint to enhance rather than detract from what you have to say.</p>	<p><i>This course would suit those making PowerPoint or verbal presentations.</i></p>
<p><b>HOW TO BECOME A CONFIDENT PUBLIC SPEAKER</b></p>	<p>Do you dread the thought of public speaking, making a speech, or addressing an audience? Most people do.</p> <p>This course will introduce you to some key techniques which you can use to make you a better, more confident, successful public speaker.</p>	<p><i>This course would suit those new to public speaking or speech making or those who hate having to address an audience.</i></p> <p><i>This topic is also suitable for one2one or small group coaching. Contact us to discuss your needs – 07961 134 033</i></p>
<p><b>SECRETS OF EFFECTIVE NETWORKING</b></p>	<p>There's a lot of truth in the statement 'It's not what you know but who you know.' Networking offers individuals the opportunity to build useful contacts but how do you avoid wasting time on the wrong events or with the wrong people?</p> <p>This workshop will show you how to identify the events you should attend, how to make the right contacts and how to make the most of your opportunities.</p>	<p><i>Suitable for anybody who needs contacts whether in business or the voluntary sector.</i></p>
<p><b>TRAIN THE TRAINER – MAKE YOUR TRAINING EFFECTIVE, MEMORABLE AND FUN</b></p>	<p>Training should have impact, be effective, fun and memorable but how do you achieve this?</p> <p>We'll show you how to plan and structure your training to meet the needs of your participants. We'll look at how to organise the content, how to engage your participants and how to help them put the learning into practise.</p>	<p><i>Suitable for those new to training or where training has been added to their job description.</i></p>
<p><b>ACHIEVE MORE WITH MIND MAPPING</b></p>	<p>Mind Maps are a great tool to use to capture ideas, plan and analyse information, present and communicate as well as project plan. They can be used in business or everyday life and especially suit creative, visual people who want to move away from 'to do lists'</p>	<p><i>Suitable for all especially those who are creative, visual and big picture people.</i></p>
<p><b>SECRETS OF SUCCESSFUL PARTNERSHIPS FOR THE BUSINESS and VOLUNTARY SECTOR</b></p>	<p>How could your business benefit from a partnership with a voluntary organisation? What has your voluntary organisation got to gain from partnership with business?</p> <p>This course will show you what makes a partnership successful. You will be encouraged to think what you are able to offer and what you can get out of a partnership. You will look at what makes a partnership, how to make them and who to make them with. We'll share some top tips and the pitfalls to avoid.</p>	<p><i>This course would suit any business or voluntary organisation that wants to form effective, ongoing partnerships for mutual benefit.</i></p>
<p><b>EMPLOYEE VOLUNTEERING SCHEMES THAT WORK</b></p>	<p>Does your company want to get more involved in the community? Do you want to enhance and develop your staff's leadership, communication and project management skills? Does your staff want to volunteer?</p> <p>You will consider what makes a successful Employee Volunteer Scheme and learn how to develop a scheme from initial interest to implementation.</p>	<p><i>This course will be suitable for any organisation wishing to develop its Corporate Social Responsibility from a small employee volunteering scheme through to a full blown CSR programme.</i></p>

<b>HOW TO FIND A FREE LUNCH- YOUR GUIDE TO INCREASING YOUR RESOURCES</b>	All voluntary organisations are strapped for cash and resources. Surprisingly, there are lots of things out there for free – but you have to know where to look. Is there any such thing as a free lunch? This course shows that there is and how to find it.	<i>Suitable for all voluntary organisations.</i>
<b>TAKING THE PAIN OUT OF ANNUAL REPORT WRITING</b>	<p>WHY have an Annual Report? WHAT will you put in it? WHEN should you do it? WHERE will it go? WHO should prepare it?</p> <p>For most voluntary organisations the annual report is a vital tool which assists with funding and the ongoing viability of the organisation. This course will answer the key questions in preparing an Annual Report and allow you to produce a report in a systematic and controlled manner.</p>	<i>Suitable for all voluntary organisations.</i>