

# Personal Development

Training Programmes in London, Guildford & Cambridge 2020

Public Open Course Schedule

**GBC** *learning*  
●●●



Aiming  
**Higher**

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Telephone: 020 7256 6668 or Email: [enquiries@gbclearning.co.uk](mailto:enquiries@gbclearning.co.uk)

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Many other course titles are available for in-house groups - please see list opposite or just ask us!

## Open Course Topics

The Course Outlines in this prospectus are popular topics with dates on our public open course programme. They are completely tried and tested and are ideal when you need to update or refresh the skills of an individual or a few people throughout the year. Just book the person(s) on a suitable date and we will do the rest.

## Why GBC Learning Open Course?

FREE advice to select exactly the right course for you or the team

- Pre-course questionnaire means trainer understands delegate needs precisely
- 100% tried and tested topics essential for high performance environments
- Small group workshop format allows plenty participation and practise
- Trainers are subject experts with commercial/business backgrounds
- Action planning and future development clarity
- Personal Coaching option for follow-up on Action Plan
- CPD points or learning hours on most courses

## Success Guaranteed:

- 100% of delegates take away immediate action to improve their results
- No Quibble Money back or FREE retake of course

## Where?

### London

Salisbury House, London Wall, EC2M 5QQ

### Guildford

The County Club, 158 High Street, GU1 3HJ

**Your Office** or Venue near you –

Bring courses on-site for your group

## When?

Call 020 7256 6668 for dates  
or visit: [www.gbclearning.co.uk](http://www.gbclearning.co.uk)

## Tailored for In-House

One size doesn't fit all, so have your training customised to fit your own group. We will adapt any topic for length, group size, venue, material and budget so it is unique to your people and your business critical issues.

In addition to the topics on the public open schedule, see the titles below that we regularly run for in-house groups. If you don't see a topic here, just call and we can discuss a totally bespoke programme for you.

**Absence Management**  
**Professional Administrator**  
**Assertiveness for Women**  
**Be a Better Listener**  
**Chairing a Meeting**  
**Coaching Skills for Managers**  
**Creative Thinker and Problem Solver**  
**Disciplinary & Appeals Procedures**  
**Diversity Management**  
**Effective Of ce Management**  
**Effective Performance Management**  
**Email Best Practice**  
**Emotional Intelligence & Resilience**  
**Leadership Development**  
**(Leadership Skills)**  
**Managing Team Performance**  
**Managing Virtual Teams**  
**Multi-Tasking Master Class**  
**Proofreading techniques**  
**Speak Clearly – Be Heard**  
**Strategy and Vision**  
**The Manager as Leader**

## To Book, Chat or Browse

Telephone: 020 7256 6668

Email: [info@gbclearning.co.uk](mailto:info@gbclearning.co.uk)

Online: [www.gbclearning.co.uk](http://www.gbclearning.co.uk)

# Aiming Higher...

Training and practice are the cornerstones of sporting success. And the more individuals or teams win, the more they want to maintain that winning streak. Why?

Success, recognition and reward are amazing motivators.

Your business teams are no different – they want the success that comes from aiming higher.

With the timely and relevant training intervention you can proactively avoid skills gaps, low morale, lacklustre results, and difficult performance conversations which are a drain on resources and get in the way of success.

You can ensure skills are gained or developed to maximise succession planning and internal promotions for effective people management, making sure the right people are able to move to the right roles. This means big savings through less staff attrition and recruitment costs.

The skills, focus and determination to meet their targets... and to create high performance that brings the results you want.

GBC Learning and Development are specialists in running training events that make great things happen – whether that's for one or two individuals on our regular workshops or our group in house programmes run by our subject experts specially for you.

**A brain-picking discussion is free so when you are aiming higher give us a call on 020 7256 6668 or email us on [info@gbclearning.co.uk](mailto:info@gbclearning.co.uk)**

## FREE Training Needs Analysis

The best results start with some probing questions – generally and individually. What result do you want to achieve? What's the gap? How will training close it?

Each delegate receives a Pre-course Questionnaire reviewed by the trainer in advance of the event. This means the trainer can give not only each group but also each delegate a focused experience, whether on an open course or with an in-house group.

## Customised Options

Choose from a wide range of topics and different learning styles. An experienced consultant/adviser will work with you on your brief, ensuring the content and style meets your objectives and budget. Blend different learning methods together to fit your needs exactly.

Options that can be blended include:

- Programme of Public open workshops
- Off the shelf workshops for in-house groups
- Bespoke programmes tailored for you
- Webinars
- Lunch'n'Learns
- Away-days or immersion off-site
- Conference sessions
- One to one coaching

We can gain CPD accreditation for the learning hours for your customised programme completely free of charge.

## To Book, Chat or Browse

**Telephone** - London 020 7256 6668  
**Email** - [bookings@gbclearning.co.uk](mailto:bookings@gbclearning.co.uk)  
**Online** - [www.gbclearning.co.uk](http://www.gbclearning.co.uk)

**Remember to ask about Buddy Offer!**

## Executive Coaching

Today's workplace is increasingly challenging with high expectations to deliver results. And that's where one-to-one coaching programmes deliver. Our experienced coaches are dedicated to understanding each individual's needs, working confidentially and effectively. Through working together with their selected coach each individual, or team, gains personal and business critical insights that positively impact on current and future success. The process gives clear focus, improves capability and confidence to perform.

Our coaches allow delegates to solve their own problems by facilitating structured, goal focused conversations, giving the space and time to review, clarify, challenge and explore their own situation and commit to action. The process enhances performance and develops key strengths to support promotion, motivation and reduce stress. We have experienced coaches at all levels suitable for the graduate intake or members of the Board.

To find out more and unlock the benefits of coaching for you or your organisation please call 020 7256 6668

## Action Plan Coaching!

A course is the start of a journey, not the destination. Delegates often need support to carry out the priorities and change in their Action Plan.

An optional one-to-one short telephone-coaching session to focus on their challenges, commitment and construct a SMART action plan makes an amazing difference. Add it on when you book your next delegate and try it out.

## Check Out Our Website

Click [www.gbclearning.co.uk](http://www.gbclearning.co.uk) for

- Calendar of dates for all open courses
- Budget beating special offers

- Full list of courses and outlines
- PDF brochure to download
- Register for extra special offers
- Free downloads and business guides
- Online grammar and knowledge quizzes

## NEW! Finance Programmes



GBC Learning has teamed up with the Association of Accounting Technicians (AAT) to demystify accounts and give you financial confidence.

Two AAT short practical seminars.

- Finance for non-Financial Managers
- Budgeting for the Small Business

No accounting or finance background needed. Sessions are geared for entrepreneurial or budding managers who need to get to grips with the principles of accounts or budgets to run a business or a department. And those who need to be credible with clients and colleagues. Practical, straight forward sessions with great trainers to make it crystal clear.

## Continuing Professional Development (CPD)

Most of our courses are registered and contribute toward your CPD points tally. Generally a 1 day course will add 6 points to your total.

If your company or professional institute requires CPD, check with us if your course qualifies. Most do and we will ensure you get your CPD certificate. We can also gain CPD points for our customised in-house group events.



## 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 behavioural 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 in situations at work - customers, colleagues or supervisors.

#### Details:

**Duration:** 1 Day

**Cost:** £375 + VAT

Bring A Buddy half price

## Developing Self-Esteem & Assertiveness

### Objectives:

- To understand our right to behave assertively
- To recognise passive, assertive and aggressive styles
- 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:** £375 + VAT

Bring A Buddy half price



## GBC No Quibble 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! Or repeat the course free of charge.

**Remember!...  
Bring a Buddy  
for Half Price  
on Every Course!**

## Effective Interpersonal Skills

### Objectives:

- To identify your individual interpersonal skills
- To learn how to communicate effectively, reduce misunderstandings and get your message across
- To show the difference between assertiveness, submissiveness and aggression
- To improve working relationships and performance
- To develop skills in persuading, influencing people and handling criticism constructively
- To produce an action plan to improve a specific relationship

### You Will Learn:

- Linking interpersonal skills with relationship and performance improvement
- Better communication skills – enhanced listening and questioning techniques
- How assertive you are
- Behavioural styles
- How to adjust your communication style to achieve a better result
- How to apply interpersonal skills in a variety of work situations
- Taking criticism without offence

### Who Should Attend:

Anyone who would like to enhance their performance by improving their working relationships. The course is designed to help you to develop your people skills and examine the ways you communicate and deal with clients, suppliers and internal colleagues at all levels.

#### Details:

**Duration:** 1 Day

**Cost:** £375 + VAT

Bring A Buddy half price

## Time Management

### 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:** £375 + VAT

Bring A Buddy half price

**““ Helpful and informative, trainer involved everyone and explained clearly and accurately.**

**Trainer knowledgeable and helpful as well as easy to talk to. Content was very relevant  
Time Management** ””

## 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:** 1/2 Day Afternoon

**Cost:** £190

Bring A Buddy half price

## 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 Morning

**Cost:** £190

Bring A Buddy half price

“ A positive aspect of this training was we actually put into practice what we learnt in the session.”

100% agreed that the course met their personal learning objectives.

Group Speed Writing course, Global Real Estate Company

”

### SAVING YOUR TIME!

Short of time? Overloaded with information? Always note-taking?

Two half-day sessions with one objective...to save you time, make you more effective and take the pressure off!

## Stress Management at Work

### Objectives:

- Understand how pressure and stress affects people
- Identify and recognize potential causes of stress
- Identify and understand reactions to stress
- Identify actions to take to prevent or manage stress in themselves and others
- Improve and develop new strategies for coping with potentially stressful situations

### You Will Learn:

- Pressure and stress - what's the difference?
- The causes of stress
- The signs and symptoms of stress
- How stress affects your life - self awareness
- Prevention techniques
- Prioritizing and diary management
- The importance of perceptions and thinking skills
- Quick and easy everyday stress-busters
- Exercises for relaxation and inner

### Who Should Attend:

This training course is for anyone who experiences stress at work or who manages others experiencing stress in the workplace. Of benefit to both work and personal life, the course increases understanding of the causes and effects of stress, and explores strategies for preventing it. Also providing participants with an opportunity to identify appropriate techniques and tips for self-management of unavoidable stressors, the course helps you cope better with your own stress and relate more effectively to stressed colleagues.

#### Details:

**Duration:** 1 Day

**Cost:** £375 + VAT

Bring A Buddy half price

“ **Excellent – Informal but informative. Was put at ease so made me feel better about contributing.** ”

Raise your Profile

## Meetings - That Mean Business

### Objectives:

- To truly understand what makes meetings successful
- To prepare effectively for all types of meetings – formal and informal
- To learn to chair and manage, applying techniques to control yourself and others effectively
- To understand the principles of minutes and action points and how to note and use them
- To listen more effectively for key points
- To encourage the contribution of each member
- To understand more about using video conferencing in meetings

### You Will Learn:

- Notice, agenda and organising – collecting the topics, agreeing the agenda and setting it up
- Chairing and managing - how to make your meetings effective, establishing objectives and keeping on track, your responsibilities as chairperson
- Effectiveness and the importance of preparation - why meetings fail and ground rules for success. Checklists, questions, agendas and your role
- Translating the discussion into action points for minutes
- The techniques and importance of listening – staying focused, active listening and barriers to listening
- Writing the minutes – why and how. Appropriate business language, grammar, structure and format
- More about video conferencing and how to make it successful

### Who Should Attend:

Meetings can be resourceful events or a drain on time, energy and motivation. This is for people at any level who organise, run or attend meetings and seek improved outcomes. You will gain the confidence necessary to handle all aspects of organising and running meetings.

#### Details:

**Duration:** 1 Day

**Cost:** £375 + VAT

Bring A Buddy half price

## Better Business Writing

### Objectives:

- To become more confident in your business writing ability
- To brush up on the finer principles of grammar and punctuation so that you make the right impression
- To understand the trickier aspects of spelling
- To express yourself persuasively using plain English
- To set the right tone for the type of document, subject and reader
- To plan and structure documents for clarity and narrative
- To enable you to produce your first draft more quickly
- To apply writing techniques that get results

### You Will Learn:

- The essential rules of grammar, punctuation and spelling
- The concept and practice of plain English to acquire a more direct writing style and make your documents more 'readable'
- How to produce letters, emails, memos and documents that are simple but not simplistic
- How to create the 'tone' and style appropriate to the situation and reader
- The techniques of planning and structuring your documents to present the information and achieve your objective
- How to revise and produce your final draft quickly and accurately

### Who Should Attend:

This course is for people at all levels and across all functions who want to produce clearer and more powerful written communications. The techniques will help you to produce letters, emails and all sorts of documents in good style while saving you time in doing it. It's also a great refresher for anyone whose grammar and punctuation are a little rusty.

#### Details:

Duration: 1 Day

Cost: £375 + VAT

Bring A Buddy half price

## 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: £375 + VAT

Bring A Buddy half price

“ I will look out for tautologies and wordy 'corporate speak'. Practise concise phrasing to be clearer for the reader. Better Business Writing

I learnt how to use active vs. passive verbs, way less commas and how to use semi-colons. More confident proof-reading. Very practical and will start immediately! Better Business Writing ”

# Presentation Masterclass

## Objectives:

- To build techniques to manage your presentation and audience
- To heighten your understanding and use of positive body language and vocal skills
- To receive feedback to empower positive personal presentation
- To develop the ability to communicate powerfully and influence others
- To gain further techniques in managing and understanding the audience

A presentation work-out to hone up practical skills, techniques and vocal command using your own presentation material. With the use of video and playback in order to allow you to see yourself as others do, you will end up creating a presentation to use at work or with clients and understand how to tailor this to different audiences.

## Who Should Attend:

If you want to build confidence and creative skills, inspire your presentation content and develop a successful face-to-face presentation style, this is for you. The result – confident, winning business pitches.

**NB. Your Course Leader is an award-winning trainer and theatre director.**

## You Will Learn:

### Day 1 – Presentation Skills

- Tips and Techniques
- Physical and Visual Skills
- Speech and Breathing
- Body Language
- Presentation Techniques
- Audience Understanding
- Avoiding Death by Powerpoint
- Confidence is Key

### Day 2 – Practice Makes Perfect

- Brad or Angelina
- Shakespeare Can Help
- Managing the Audience
- Handling Questions
- How To Perform
- Practising With Your Presentation
- Feedback & Support

### Details:

**Duration:** 2 Days

**Cost:** £850 + VAT

Bring A Buddy half price

“ Really good course – really loved the filming technique to review style. – BW

Great exercises and discussions, would like to spend even more time presenting and looking at practical techniques – loved it! – JY

Global Sales Team, International Technology Company

You know how many presentations you have yawned through. Then it happens – YOU have to prepare and deliver one yourself. Bye-bye confidence. Hello worry, fear and panic. Relax. Why not get some fresh ideas and some new perspectives? Great tools you can use to make sure your presenting is more dynamic and gets results.

Your course Leader is an award-winning trainer and BAFTA award-winning theatre director and you will have fun.

## 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:** £375 + VAT

Bring A Buddy half price

## Report Writing

### Objectives:

To know and understand:

- To be confident in producing reports at work
- To be able to write formal and informal reports to a high standard
- To use the appropriate report format
- To learn/refresh key grammar points
- To revise and correct the first draft efficiently

### You Will Learn:

- The key principles of grammar, spelling and punctuation for use in a report
- How to choose the correct style, tone and level of vocabulary
- To be confident in using Plain English in your writing
- To clearly define the purpose of a report
- To concisely express the message you wish to communicate
- To establish a report outline and format quickly and efficiently
- Proofreading and revising skills

### 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:** £375 + VAT

Bring A Buddy half price

“ **Very useful and clear, easy to understand. Ready to implement into my work** ”  
Grammar for Business

“ **Put me out of my comfort zone which has now made me more self assured.** ”  
Presentation Skills

## 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:** £375 + VAT

Bring A Buddy half price

## Telephone Techniques

### Objectives:

- To understand the importance of how we use our voice – tonality
- To clarify what to say and what NOT to say
- To develop strategies for being a better listener
- To learn effective questioning techniques to ensure you understand the callers needs
- To gain the skills to handle phone calls with confidence
- To produce some strategies for making any changes happen

### You Will Learn:

- How to keep a positive mindset
- It's not what you say, it's the way you say it
- How your voice and tone influences the other person
- Maintaining confidence, assertiveness and professionalism
- Listening skills and strategies for effective listening
- Questioning techniques for accurate and full information
- How to handle tricky and difficult calls
- What to say and when to say it
- Managing the callers expectations
- How to finish the call on a positive note

### Who Should Attend:

Anyone who wants to improve their telephone communications skills, and in particular those who use the telephone as a key part of their job. Those on reception, customer service, taking enquiries and orders will gain techniques to give confidence in handling all types of calls and giving callers a good professional service.

#### Details:

**Duration:** 1 Day

**Cost:** £375 + VAT

Bring A Buddy half price

## Change Management

### Objectives:

- Gain a better understanding of drivers for change
- Understand why your staff might resist 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:** £375 + VAT

Bring A Buddy half price

## Budgeting for the Smaller Business



### Objectives:

- To learn how to implement simple budgeting techniques
- To understand how budgeting aids planning
- To know how to monitor performance and spot danger signs
- To prepare budgets and make informed budgeting decisions
- To communicate financial information effectively, for example to business partners or the bank

### You Will Learn:

- The why, what and when of budgeting
- The Operational Budget – what is it and what does it look like
- The Cash Flow Budget – what is it and what does it look like
- Sources of information for figures in both types of budget
- Factors that influence the figures in both Operational and Cash Budgets
- How to calculate both types of budget
- Using budgets to manage and control the business
- The budgeting process
- The importance of completing and using the budgets

### Who Should Attend:

Business people without an accounting and finance background who require practical, straight-talking training to cover the essentials of managing business finance more effectively.

This course is run in partnership with the Association of Accounting Technicians with an AAT certificate.

#### Details:

**Duration:** 1 Day AAT Essentials Course

**Cost:** £275 + VAT

Bring A Buddy half price

## Engagement & Team Motivation

### Objectives:

- Increase employee motivation, engagement and morale
- Create more positive, in control and committed employees
- Improve communication and involvement
- Employees better able to cope with changes and move through the stages of the change journey quicker
- Improve performance

### You Will Learn:

- Raise awareness of existing strengths, skills, knowledge and qualities
- Help your team to get to know each other better
- Help your staff to cope better with major change and increase their engagement, motivation and energy level
- Acknowledge positive events and successes in the past
- Engage in more positive conversations leaving aside the usual problem talk and embark on talking about solutions
- Develop a picture of a preferred future
- Identify practical actions and support required to become more effective as individuals and as a team

### Who Should Attend:

This workshop is for Managers or HR professionals who would like to support their staff and teams after major change. This is a very interactive day, which will give you insights into a fascinating approach to help individuals and teams to kick-start the process of engaging positively with future possibilities. It helps individuals and teams to be as effective as possible in their new environment and return to optimal performance quicker. Your staff will be able to cope better with changes, feel more involved, motivated and re-energized.

#### Details:

**Duration:** 1 Day

**Cost:** £375 + VAT

Bring A Buddy half price

## Finance for Non-Financial Managers



### Objectives:

- To gain a basic grounding in key financial documents and processes
- To educate non-financial individuals in the importance of financial information
- To gain confidence through being able to 'read' financial information
- To understand how to use figures in analysis or building a business case
- To understand managing budgets in the management role

### You Will Learn:

- An understanding of the Income Statement account and Statement of Financial Position
- The differences between the two documents and their uses
- Interpreting information from the two documents
- Ration analysis and how to interpret using this technique
- Controlling cash and why cash doesn't equal profit
- How to ensure there's sufficient cash within the business
- Using budgets to manage business activity
- How to interpret information on a budget

### Who Should Attend:

Business people or managers without an accounting and finance background who need to grasp the essentials of how to manage business finance effectively. Also those who work with finance/accounting professionals and who need a financial understanding to be credible with colleagues or clients.

This course is run in partnership with the Association of Accounting Technicians with an AAT certificate.

#### Details:

**Duration:** 1 Day AAT Essentials Course

**Cost:** £275 + VAT

Bring A Buddy half price

## Managing People Effectively

### Objectives:

- To understand the characteristics of an effective manager
- To attain results through effectively managing people
- To have a good framework for the performance review
- To understand the team through Situational Leadership
- To appreciate how to give motivational and developmental feedback
- To develop a coaching style
- To establish how to deal with conflict more effectively
- To create an Action Plan for the future

### You Will Learn:

- The all important characteristics of an effective manager using the Action Centred Leadership model
- Situational leadership – stages, team fit and style
- All about Direction, Delegating and Coaching – when and how to use
- How to use performance, standards and constructive feedback to appraise people effectively – formally and informally
- The techniques to deal with difficult behaviour and conflict

### Who Should Attend:

The course provides a professional framework of skills for managers with some experience who wish to develop their skills further. In addition to the standard management tools, the programme supports the manager who wishes to revisit the principles of role modelling appropriate managerial behaviours. A vital course if your focus is to get the best from your people through support, encouragement and effective coaching - whether you are responsible for an individual or a team.

#### Details:

**Duration:** 1 Day

**Cost:** £375 + VAT

Bring A Buddy half price

## 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:** £375 + VAT

Bring A Buddy half price

**Remember if you're a charity contact us for a special RATE!**

## Project Management - Principles & Practice

### 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:** £375 + VAT

Bring A Buddy half price

“ Clear direction and notes. I learnt techniques to improve my confidence and identified solutions to an HR problem. ”

Managing People Effectively,  
NH

## Supervisory Skills

### Objectives:

- To understand what it means to supervise and manage effectively
- To know how to get the results and performance your staff are capable of
- To discover how to communicate more effectively and listen properly
- To establish or enhance your credibility
- To learn to apply effective delegation techniques
- To enhance your ability to motivate your staff
- To appreciate the importance of giving effective feedback
- To create an Action Plan for the future

### You Will Learn:

- The activities and priorities of an effective supervisor
- The key elements that ensure your team achieves their goals
- Your own strengths and areas for development
- Communicating effectively with individuals and your team
- How to establish and maintain your credibility
- How instruction differs from delegation and when and how to use each
- The key principles and practice of motivation
- How feedback works wonders – both giving and receiving it

### Who Should Attend:

Supervisors, first level Managers and Team Leaders who have been in the role for a short time. It is for everyone who would like to gain a better understanding of what is involved in managing effectively and improving their skills in running and motivating a well organised team to achieve their tasks.

#### Details:

**Duration:** 1 Day

**Cost:** £375 + VAT

Bring A Buddy half price

## Interviewing for Staff Recruitment

### Objectives:

- To learn to screen CVs and application forms
- To apply a good interview structure
- To compile relevant competency and behavioural questions
- To prepare and execute effective interviews
- To objectively score candidates and make a fair selection
- To ensure interview process and notes comply with legal obligations

### You Will Learn:

- Characteristics and skills of a good interviewer
- The elements of a Job Description and how to compile one
- The advertising and screening process
- How to prepare for and conduct the interview
- How to question, control and listen
- How to deal with 'difficult' interviewees
- Evaluating and formulating your shortlist
- The importance of note-taking for compliance and feedback
- Selection and offer

### Who Should Attend:

Anyone involved in interviewing and selection of new staff for their company or team would benefit from this course. Ineffective recruitment processes and decisions are costly and the course provides tools and tips to ensure the interviewer is equipped with the know-how to make an informed decision and appoint the right person. It also highlights the framework to ensure legal compliant processes.

#### Details:

**Duration:** 1 Day

**Cost:** £375 + VAT

Bring A Buddy half price

## 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 session.**

### 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:** £375 + VAT

Bring A Buddy half price

## Outplacement and Career Transition

Your workforce is a dynamic asset requiring constant adjustment in response to new market challenges. Many organisations really want to support staff while going through a Jobs At Risk consultancy or redundancy period during a restructuring programme. This may include staff who are required to re-apply for jobs internally or are re-orientating to the job market on redundancy notice.

GBC Learning offers outplacement and career transition support for groups and individuals of all levels and backgrounds – from executives to front-line staff. Every solution, although based on tried and tested material, is tailored and focused to the needs of the group and/or the individual, providing them with a clear **Route Map to Change**.

### Flexibility of Delivery

The choices on style and delivery include the following which can be blended to create a truly individual package:

- Tutor-led group sessions
  - half-day or whole day
- Self-paced audio/workbook course
  - around 10 hours
- One-to-one consultations
- Coaching

### Additional Support

Telephone and email post-workshop support, job application support.

- Consultations with Recruitment Consultants or other external advisers for financial or business set-up advice.
- Wide range of seminars, Microsoft applications and business skills courses to ensure skills are up to date.

### Cost

As these programmes are normally for groups or individuals as part of a group, it is not possible to be precise on cost. Some of our clients have allocated around £300 per head and others £5,000. Our package is flexible and we work with you to do something useful and meaningful for each individual within your budget. Please ask us for a quote.

## Program

### Route Map to Change

We have a positive programme of training and development with a targeted approach to re-entering the job and career market. The programme is modular in content and flexible in delivery style and location, as the organisation or the individuals require. It includes:

### Skills and Personal Review

Self-assessment of where you want to go, identifying transferrable skills, strengths and closing gaps are the first steps in preparing to write your CV and interviewing confidently.

### Writing A Winning CV

Recognising your strengths in relation to the specific needs of each job and employer is critical. Creating a clear understanding of the purpose of the CV and how to write it positively to gain interview opportunities is essential.

### Successful Interviews

Understanding the interview process, the interviewer's mindset and how to put yourself across gives you a distinct advantage. The key to generating confidence is preparation and these are practical interactive sessions.

### Job Search

Where and how to find job opportunities, making applications on line, networking and techniques to get yourself fast-tracked and noticed when you are applying and going through the process, are all covered in this module.

## Account Management - Developing Relationships, Growing Business

### Objectives:

- To provide a framework to strengthen your relationships and maximise business capability
- To identify current and potential opportunity to build key accounts
- To understand the importance and power of information in order to develop solutions
- To understand the compelling force of desire and how to build it in your customer
- To update and broaden your 'sales' techniques to a strong collaborative approach
- To understand the decision making process
- To gain confidence in planning and carrying out a key account strategy to build business

### You Will Learn:

- To analyse the characteristics of your current and potential key accounts
- The processes, skills and techniques to structure compelling solutions
- How to use a collaborative consultative style to strengthen your relationships
- The information you need that keeps your accounts moving and how to get it
- About decision makers and decision making processes
- How to evaluate and improve systems
- Practical skills to plan, develop and implement a key account strategy
- How to define key success indicators and set realistic goals

### Who Should Attend:

Sales people at all levels looking to grow existing and new clients by developing strong partnership relationships. Those responsible for uncovering opportunities and devising the strategy for success.

#### Details:

**Duration:** 1 Day

**Cost:** £375 + VAT

Bring A Buddy half price

## Customer Service - Make it Extraordinary

### 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:** £375 + VAT

Bring A Buddy half price

## Event Management – Advanced

### 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:

This course is for those people with some event management experience. It 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:** £375 + VAT

Bring A Buddy half price

## 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:** £375 + VAT

Bring A Buddy half price

## Negotiation Skills

### Objectives:

- To understand the dynamics and process of negotiations
- To learn the techniques and tactics used by seasoned negotiators
- To recognise different stages of the negotiation sequence
- To understand the relationship between price, cost and perceived value
- To become confident in your ability to strike the best deal

### You Will Learn:

- To refine and define your attitude to negotiation
- How to prepare for a successful outcome
- How to work towards your preferred 'win-win' result
- The key principles of negotiation and why sequence matters, the best and worst things to do
- Techniques and tactics of successful negotiators and how to relate that to your situations
- What you have to offer - the difference between cost and value
- How to keep control when under pressure
- How to respond to tactics, objections and conditions set by the other party

### Who Should Attend:

There is more and more pressure on us all to strike the best possible deal. Whether buying or selling, we need to optimise the outcome while still safeguarding our working relationships. This workshop is for individuals who negotiate on behalf of their organisation - externally or internally - and who feel that they could be doing better. People who want to build confidence and assertiveness in their dealings with others to gain positive outcomes.

#### Details:

**Duration:** 1 Day

**Cost:** £375 + VAT

Bring A Buddy half price

## Ten Steps to Make The Most of Your Training

### 1. Conduct a personal skills review

Before you select your course, do a personal skills review. Cover your improvement objectives, current skills levels, and desired skills levels so that you identify the gap you want to close.

### 2. Read the course outlines and objectives thoroughly

Find one which fits with your review and seems to address the gap identified. Discuss the courses in more detail with the training company – our Course Advisers are always happy to help.

### 3. Discuss the course and your objectives with your manager

Ask for some clear input from your manager. What change would be welcomed? How and whom it will benefit? Use this feedback when you complete the Pre-Course Questionnaire which we will send you.

### 4. Share your objectives with the trainer

They will try and make sure they are covered during the day.

### 5. Participate fully on the course

Get involved, interact and join in on the practical exercises. Everyone is learning and this is your chance to experiment and practise in a totally safe environment.

### 6. Track your action points

Jot down action points as they occur during the course, so you can add them to your Action Plan at the final session.

### 7. Discuss your action points with your manager

Meet on your return and discuss any changes you plan so that you can put them into practice.

### 8. Refer to your Action Plan

Try and act on one learning point every day or every week until it becomes a habit.

### 9. Don't stop there!

Keep reading, researching and polishing up your performance. Improvement is about change, so embrace it.

### 10. Ask others

Ask your manager, colleagues or customers for feedback and act on it!

## Executive Assistant / PA 2 Day Advanced Masterclass

### Objectives:

- To redefine the breadth of the role of the Executive PA and others' expectations
- To know how to build a more successful working relationship with your manager
- To understand the principles of assertive behaviour and how to communicate confidently
- To develop the ability to plan and monitor ongoing tasks and projects successfully
- To develop confidence to contribute effectively in meetings
- To know how to manage your time effectively
- To take accountability, transform your role and performance

### You Will Learn:

- Skills and qualities you need to provide proactive support at senior/board level
- Awareness of the Four Working Styles
- Your strengths and areas for development
- Understanding the reality of your job – your role, diary management, prioritising, managing yourself, manager and workload
- Preparing and presenting information for yourself and your boss
- Decision making / problem solving techniques and improving lateral thinking skills
- The confidence and assertiveness needed to communicate effectively
- To take control of a busy workload through delegating and prioritising
- Managing small projects and events successfully through planning ahead
- Managing your reactions - cause & effect

### Who Should Attend:

PAs, senior secretaries, management assistants and executive assistants who are looking to develop their role, improve their skills and seriously enhance their performance.

#### Details:

**Duration:** 2 Days

**Cost:** £750 + VAT

Bring A Buddy half price

## Executive PA - Developing Your Role

### Objectives:

- To understand the role of the Executive PA and the skills expected
- To know how to build a successful working relationship with your boss
- To get to grips with the principles of assertive behaviour and confident communication
- To know how to manage your time effectively
- To prepare to take on more responsibility
- To grasp tips and techniques for solving problems and making decisions

### You Will Learn:

- The role of the PA / Executive Assistant, how and why it is changing
- Providing proactive support to your boss
- Defining your own role and what you want to achieve
- Understanding the role of management and where you fit in
- Being assertive and how it impacts on your confidence and others' perceptions
- Giving feedback to your managers and other team members
- Time management techniques to manage self, manager and workload to achieve priorities and meet deadlines
- Achieve control and take responsibility through using initiative, problem solving and making decisions

### Who Should Attend:

PAs and secretaries who are looking to develop their role beyond secretarial, by gaining the skills and attitude to take a more proactive approach.

#### Details:

**Duration:** 1 Day

**Cost:** £375 + VAT

Bring A Buddy half price

## Minutes and Meetings

### 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:** £375 + VAT

Bring A Buddy half price

“ **Trainer was great. Lots of time for discussion - made me question things.** ”

Minute Taking, Cbre Hotels

## Professional Administrative Assistant

### Objectives:

- To understand the role and the expectations of your manager or team
- To know how to build a successful working relationships with your manager and team
- To gain the principles of self management
- To communicate more clearly and self-confidently to reach solutions
- To learn to plan and monitor ongoing tasks and responsibilities successfully
- To know how to manage your time and processes more effectively to meet deadlines

### You Will Learn:

- The skills and qualities you need to contribute effectively to meet expectations
- Identifying your strengths and how to apply them
- How to manage yourself and prioritise your workload to achieve priorities and meet deadlines
- To communicate more clearly and effectively
- The art of listening as part of communications
- To take more control and responsibility in planning and organising your time and to be more focused on your priorities
- Strategies for dealing with the inbox and email management

### Who Should Attend:

This course is suitable for those who are fairly new to an administrative or team assistant role. It is also useful for more experienced administrative assistants who have had little or no training for their roles and would like to refresh their skills or gain some up to date techniques.

#### Details:

**Duration:** 1 Day

**Cost:** £375 + VAT

Bring A Buddy half price

“ **Great course. Positive feedback from the whole group. An excellent trainer and I hope to see her here again.** ”

Professional Administrator, International Multi-cultural Group, Italy

## Professional Receptionist - Your Company's Image Matters!

### Objectives:

- To understand the importance of the receptionist role to the company and customers
- To develop a full awareness of what is involved in the role and its possibilities
- To increase confidence in dealing with all sorts of people at all levels
- To gain and retain the right attitude
- To learn how to make a memorable first impression
- To review and learn how to apply best telephone practice and a friendly telephone manner
- To develop strategies for dealing with difficult situations

### You Will Learn:

- Identifying your personal strengths and areas for development
- The link between attitude and performance – right or wrong, your motivation and behaviour
- Overcoming the 'bad day' syndrome
- The range of your role, your main tasks and the wider organisational context
- How to make a positive and lasting first impression through personal presentation, body language and communication
- The essentials of good telephone manners, handling messages, your voice, how you speak and what you say
- Handling difficult callers and visitors
- Portraying the company image
- Interacting with clients and colleagues
- Enhanced telephone skills through practice

### Who Should Attend:

Receptionists and others who are representing their organisation in a front line position. People who want to develop improved skills to create better first impressions and lasting relationships with regular callers, visitors and internal customers.

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

#### Details:

**Duration:** 1 Day

**Cost:** £375 + VAT

Bring A Buddy half price

## Type in Two Days – Fast Track

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. You'll be typing in no time at all.

#### Details:

**Duration:** 2 Days

**Cost:** £495 + VAT

Bring A Buddy half price

## Shorthand



Secretaries, PAs, journalists and minute-takers find Teeline shorthand invaluable for quick, accurate meeting notes.

Ask about Distance Learning, Evening Classes or Tutor-led Group for your workplace

# Microsoft Office Applications – all software versions



IT courses are in partnership with  
Pitman Training London EC2

**Location:** Salisbury House, London Wall,  
London EC2

**Duration:** One day, unless otherwise stated

**Cost:** £275 + VAT

**For dates visit:** [www.pitmanlondon.co.uk](http://www.pitmanlondon.co.uk)

Pitman Training have been voted into the UK Top Superbrands list 3 years running and were once described by Winston Churchill as “without equal in the whole world”.

## Public Open Courses

These popular small group sessions are highly practical, interactive and jargon-free. Delegates are guaranteed to consolidate their existing skills, learn new features and smarter ways to work so they ready to tackle their work in a more proactive and efficient way. With a regular programme of dates, they are ideal when you need to get one or two people skilled up.

## Word Level 1

- Create a Document:
- Edit a Word Document:
- Format Text
- Tables
- Inserting
- Control Page Appearance
- Proofreading

## Word Level 2

- Managing Lists
- Tables & Charts
- Styles & Themes
- Pictures
- Graphic Elements
- Controlling Text Flow
- Using Templates
- Automating Mail Merge
- Macros

## Word Level 3

- Using Word with Other Programs:
- Collaborating on Documents
- Managing Document Versions
- Adding Reference Marks & Notes
- Long Documents
- Securing a Document
- Creating Forms
- Performing Calculations

## Excel Level 1

- Getting Started
- Performing Calculations
- Modifying a Worksheet
- Modifying Appearance
- Managing Excel

## Excel Level 2

- Advanced Formulas
- Tables
- Charts
- PivotTables
- Graphic
- Customise the Excel Environment

## Excel Level 3

- Streamlining Workflow
- Collaborating with Other Users
- Auditing Worksheets
- Analysing Data
- Working with Multiple Workbooks
- Importing and Exporting Data
- Integrating Data on the Web
- Structuring Workbooks with XML

For course dates, more information or to book please visit our website or call

## PowerPoint Level 1

- Getting Started:
- Creating a Presentation
- Adding Graphics & Objects
- Graphical Objects
- Working with Tables
- Working with Charts
- Preparing to Deliver a Presentation

## PowerPoint Level 2

- Customising the PowerPoint Environment
- Customising a Design Template
- Adding SmartArt Graphics
- Adding Special Effects
- Customising a Slide Show
- Collaborating a Presentation
- Securing and Distributing a Presentation

## Corporate Groups

Why not run these in-house at your office or our venues?

Our tried and tested course becomes totally relevant when we incorporate actual material from your workplace and cover the specific features your group or individual needs. We get people up and running with the minimum of business interruption. Ideal when:

- Refreshing or upgrading skills
- Setting standards across the organisation
- System or software version upgrades
- Retraining, promoting or new hires

## Outlook Level 1

- Getting Started
- Messages
- Organising
- Contacts
- Calendar
- Managing Meetings
- Tasks & Notes

## Also available:-

Access Level 1, 2 & 3

Project Level 1 & 2

“ Well explained, organised and the right level content.  
Excel Level 2, Ads Securities ”

Training Needs Analysis is fast and free of charge before finalising the programmes. Customised sessions can be full-day or half-day – or bite-sized to move people through quickly, efficiently and economically. One-to-one coaching is also available for senior staff who may need both the times and the learning totally customised.

**Location:** London City, EC2 or your office  
**Duration:** One day, half-day or bite-sized  
Group rates: Please ask, it varies with group size and duration

visit [www.pitmanlondon.co.uk](http://www.pitmanlondon.co.uk)

To discuss a corporate course please telephone 020 7256 6668 or email [enquiries@pitmanlondon.co.uk](mailto:enquiries@pitmanlondon.co.uk)

“ The trainer was brilliant very informative enjoyed the pace not too overwhelming.  
Excel Level 3,CCIUK

Allow to understand the logics of the software, very well presented well structured.  
MS Project, DKB

Very good course, well put together - trainer very professional. Content excellent.  
Excel Level 1, BBS

Very detailed and informative. Benefited from being in a small class. Very eye opening.  
PowerPoint, The Kingtree Group

## Our clients say...

“ **Very well explained with good activities**  
Budgeting for Business, OCS Wasteline ”

“ **Trainer was prepared and experienced in relevant sectors. This tailored course offered a lot of ‘take-aways’ for the team and points to reflect on. Trainer is very disarming, positive and professional. I highly recommend him.**  
Creative Process Management,  
Major Charity ”

“ **Empowering, helpful, engaging**  
Minute Taking, City of London ”

“ **It has helped tremendously in understanding certain behaviours and gave me more than adequate means to deal with relevant issues in a professional manner.**  
Newly Appointed Manager ”

“ **I’ve learnt skills I’ve always wanted to learn. An excellent teacher.**  
Type In Two Days,  
Lambert Smith Hampton ”

“ **Plenty of food for thought and practical routes to implementation.**  
Managing People Effectively, Energy Co ”

“ **Excellent Trainer and materials. Session was interactive and perfect length of time.**  
Finance for Non-Financial Managers,  
Apatech Ltd ”

“ **Day went quickly and very well organised, good time management. No boring lectures.**

**A really entertaining training day, had fun - learnt a lot!. Communication is the key!!!!**  
Teambuilding Day, Mulberry School for Girls ”

“ **More practical than I expected, good examples, good presentation, great participation.**  
Business Development Strategy & Tactics,  
Development and Design Consultancy ”

“ **Very knowledgeable and have a much better understanding how to supervise and how to approach and manage staff better.**  
Supervisory Skills ”

“ **The tutor was always able to always relate this back to all of our work lives. It made the day very practical.**  
Change Management ”

“ **Really enjoyed it great trainer. Learned a lot and would definitely recommend.**  
Executive PA, Financial Ombudsman ”

“ **Trainer was superb, detail of course was very appropriate and relevant to put into practice.**  
Executive PA, CIMA ”