

kenttrainers

Expand your horizons - personal & business training

Top Tips

September 2008 edition

Welcome to our September Top Tips

In our September top tips we offer you insights on topics linked to courses running in the second half of the month.

We are glad to note that many of our customers are faring very well in what commentators are describing as tough economic conditions.

However, we know that this is not so for everyone, so Kent Trainers has designed a series of courses to help. We have not yet scheduled dates, but at the end of this email, you will find a list of these courses and details of where to find out more, and how to book.

Book a block of courses and you will also get the benefit of our tiered loyalty discount rates of 10% for Silver Members and 15% for Gold Members. Call us today to find out more.

Tip 1: You've been a customer. How annoying is it when you phone a call centre, only to find that they have no record of some information you gave them only days ago? What do you think of that company? Very often it arises from poor data management. Investing in a high quality database, designed to meet your business needs is not a luxury; it is a business necessity.

We are running a **one-off special** Access Advanced course on 25 September. Designed to help you design and build your own databases, this could be the best investment your business ever makes. Call 01892 836110 to book your place now.

You may also like: and [Excel for Advanced Users](#) on 24 September. [Excel Intermediate](#) on 16 September has **SOLD OUT**. It next runs on 14 October.

Tip 2: How can conflict be a positive force? It takes two simple steps to give any conflict the potential for good. Step 1: adopt a fundamental respect for the other person and a recognition of the value of their point of view. Step 2: deliberately look for an insight or

idea from the other person's position that is new to you. Do this and you can move the conflict to a better position.

Learn more at [Dealing Effectively with Conflict](#) on 16 September.

Three related courses are: [Negotiating Skills](#) on 17 September, [Communicate with Confidence](#), on 23 September, and [Assertiveness](#), on 13 October.

Tip 3: Never trust a spreadsheet, a bank statement, or a printed report. At least, never trust them without checking them. A back of the envelope estimate will tell you the sort of number you should expect on the bottom line. If you don't have the right scale of bottom line, then you need to check carefully. As the lawyer Jagers says in *Great Expectations*: *"Take nothing on its looks: take everything on the evidence. There is no better rule."*

Tune up your grasp of financial management with [Finance Essentials for non-Financial Managers](#) on 30 September.

Tip 4: Make your appraisal process more than just a paper exercise. By thinking about how you communicate with your staff and what they most value about their role, you can make appraisals motivating and developmental. Make at least one hour to prepare for an appraisal and use that time to research the facts and consider how to get the outcomes you want.

Now is a time to get your HR processes right. If you are running HR in your business and are not an experienced HR professional, be sure to prioritise [HR Essentials](#) on 18 & 19 September.

Tip 5: Bring your projects in on time and on budget. When projects get bigger than a few dozen activities, using project planning software like MS Project will really help you - as long as you know what you are doing. One feature that is less used but can be a huge asset is the ability to manage resources and budgets. But it's all about the quality of your data, and how well you use the tools available.

Learn how to use [MS Project](#) effectively on 23 September

Tip 6: Team away days are very popular. An away-day is a big investment, so ensure you set valuable goals for it and invest time in careful design. Fun is an important component, but fun just for its own sake will leave your colleagues disillusioned. On the other hand, a strong theme and robust planning will leave them energised and motivated.

Spend a day learning about [Developing High Performing Teams](#) on 30 September

Tip 7: WAM! If you want to make your presentation relevant, compelling and persuasive, then put yourself in the shoes of your audience and ask "WAM? What about me?" from the perspective of each audience member.

[Presenting with Impact](#) on 18 September often sells out, so don't miss out.

Kent Trainers Courses for Tougher Times

Kent Trainers can offer a wide-ranging set of services to businesses that are reducing staffing levels and want to provide their staff with support through one of the most difficult periods in a working life.

For the people leaving your business

- * **What next?**
A workshop to help you understand your options and identify what next for you
- * **Find that Job**
Mounting an effective Job Search, making the best of your assets, presenting a professional CV
- * **Get that job**
Presenting yourself effectively - interviewing skills for applicants
- * **Don't get that job!**
Starting your own business - essentials of self employment

For the people managing the process

- * **Handling a difficult situation:**
Handling difficult conversations with the people who are leaving - understanding the legal and emotional implications - thinking about the impact on the people left behind

For the people left behind

- * **Managing the impact of a downturn:**
Thinking about the people who are left behind after job losses: understanding the emotional impact, rebuilding and re-motivating the team, and re-focussing on core business

For the business as a whole

- * **Surviving the downturn 1:**
Business reorganisation: focusing on core business; maximising revenue and margins
- * **Surviving the downturn 2:**
Making the best of every opportunity: managing and delivering a successful tendering process

To find out more and to enquire about course availability, call Richard or Kate in our office on 01892 836110.

Find out more about our full training programme at www.kenttrainers.co.uk, or call our office on 01892 836110. We are proud of our new website and hope it offers you the information you need to make your training investment decisions. We would be pleased to hear what you think!

Have you missed one of our newsletters or tip-sheets?

Don't worry

All of our Newsletters and Tip sheets are now on our website.

[Click here to see them all](#)

The material available in this newsletter is designed to provide general information only.

Whilst every effort has been made to ensure that the information provided is accurate, it does not constitute legal or other professional advice. Legal advice should be taken in all matters regarding employment law.

Please do not reply directly to this newsletter as there will be a long delay in us receiving your message. If you would like to contact us please send a message to info@kenttrainers.co.uk.

Who else would like our newsletters? Please forward this to them, or send their email address to subscribe@kenttrainers.co.uk

If you no longer wish to receive this newsletter, please email us **with the email address you want to remove** from our system at unsubscribe@kenttrainers.co.uk quoting the reference **6/325**.