

kenttrainers

Expand your horizons - personal & business training

Top Tips

January 2009 edition

Welcome to our New Year Top Tips

In our January Top Tips we look at some of the courses coming up in the first couple of months of the new year, all of which feature in our exciting, unmissable 2009 open course brochure.

Kent Trainers 2009 Brochure

Our new brochure should have hit your desk already.

Look out for it; you can't miss it.

It is even more brightly coloured than the last one.

*If you haven't received our brochure,
just call our office on 01892 836110, and ask for one.*

It contains:

*

Over 200 open course dates for 2009

*

With some new course titles

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In our six fabulous venues

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Including Buxted Park near Uckfield in Sussex

*

AND as very Special New Year Offer

***An extra 10% off your usual open course rate
for any courses booked by the end of January.***

Only ten days to go.

*Standard price is £275,
Silver Member price is £248
Gold Member price is £234*

Just call our office on 01892 836110 and ask for our special New Year prices today.

If you have had this newsletter forwarded by a colleague and want your own copy of our brochure, just drop us a line to subscribe@kenttrainers.co.uk or call Kate & Richard in our office, on 01892 836110.

Welcome to all our new Sussex readers.

Kent Trainers courses are now available in Sussex, at our splendid new venue, the Buxted Park Hotel, near Uckfield.

This is a response to demand: many Sussex businesses have been sending people to our Kent-based courses and some have asked us if we can offer courses nearer to home.

So if you are in Sussex and don't always want to travel to Tunbridge Wells, or further, Kent Trainers is offering some of our most popular courses locally, with many courses not available from other providers in Sussex.

If you know a business acquaintance in Sussex who would enjoy our tips and newsletters, please do forward this to them.

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Tip 1: New year is an important time for all supervisory and first line managers. Make time to meet each of your team members one to one, so that you can discuss their hopes and concerns about the year coming up, and work with them to agree their priorities for the coming months. And, don't forget one of the most important things you can do is listen to their ideas. Who will know more about how to get their work done more effectively and so increase output in these difficult times?

Spend a day focusing on [Supervisory Management](#) on 29 January.

Tip 2: Do you have a staff member who seems to prefer asking you things, rather than trusting their own judgement. Next time your team member comes to you wanting you to tell them how to do their work, instead of taking the easy way of answering their question, first ask them what they think is the answer you would give them. When you have done this a few times, you can then replace that question with a simpler question: "What I am I going to ask you?" Eventually they will realise it's easier to think for themselves, and, if you always remember to note when their answers are correct, they will start to trust their own judgement.

Learn a variety of techniques for [Motivating your staff through Training and Coaching](#) on 4 February.

Tip 3: Tracking trends in your business performance can give you advance warning of problems to come. If you track the trends frequently enough and are determined to act early, you can often get enough warning to avoid trouble. One powerful number to monitor is "average debtor days". You can calculate this by taking the average age of every unpaid invoice. Adverse movements in this figure are an early sign of problems. Make sure your

admin and finance team regularly looks at all unpaid invoices and take action accordingly - just like ours!

If you are a Director or Senior Manager, spend the day learning how to meet your financial responsibilities at [Finance for Directors and Senior Managers](#) on 5 February.

Tip 4: Want to understand how your spreadsheet works? Excel has some powerful tools to help you analyse your spreadsheet - or, more likely, someone else's. These auditing tools can also help you spot or find errors. From the toolbar, select "Tools", then "Formula auditing". Try this out for yourself or ...

... better still, attend our [Microsoft Excel for Advanced Users](#) course on 28 January.

If you are new to Excel, try our [Excel for Beginners](#) Course on 12 February. Other IT courses coming soon include [PowerPoint for Advanced Users](#) on 3 February , [Word - Intermediate Level](#) on 18 February and [Access - Intermediate Level](#) on 24 February.

Tip 5: Do you ever reach the end of a working day and wonder why you haven't achieved everything you hoped to? It is common to wonder where the time went -but if you knew exactly how long each task was taking, you could use this information to estimate your workload more accurately and eliminate time-wasters. Chose a typical working day and take time to log everything you do over the course of that day - recording start and finish times for each task, whether it be answering an email, chatting with a colleague or tidying your desk. Then review your log to see exactly where your time goes.

Learn more about [Time Management](#) on 21 January

Tip 6: Managing upwards means communicating your ideas assertively because you may not have the power to make decisions, but you are able to influence them. Here are three tips: 1. Make sure that you have the essential facts ready; 2. Chose a good time - when the person you want to influence has enough time to properly assess what you're recommending; and 3. Focus on the benefits of your suggestion; what's in it for the decision maker or the people that they are interested in?

Learn how to be an [Effective Confident Administrator](#) on 4 February.

Tip 7: Pardon, I didn't quite catch that. Have you ever found yourself losing concentration while somebody else is talking? One way to avoid this happening is to assume that the other person knows something that you don't which could be a big advantage to you. Quite often, they do!

Powerful listening is just one of the many skills covered in our popular 3-day [Management Programme](#). The next two courses are:

Our new venue, the Buxted Park Hotel in East Sussex: 5 February, 17 March, 1 April.

Boys Hall in Ashford: 17 February, 20 March, 30 April.

Our next [Management Essentials](#) course will be running on 24 February.

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.

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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**.