

kenttrainers

Expand your horizons - personal & business training

Top Tips

July 2009 edition

Welcome to our Top Tips

As we head into the summer break, we look at the courses that run in September and will open up the autumn period. All of them feature in our 2009 open course brochure, and all are eligible for our Mates' Rates.

*This will be our last reminder of:
Mates' Rates*

**Book any place
on any open course
at full price, and
you can bring a mate along for *only £45***

So, two places on one of our open courses for only £350.

That represents a massive discount of over 40%!

Offer ends on 31 July

For full details, see the bottom of this email

*This month we offer you seven things to do in the quiet summer period ...
... and if the summer is your busy period, then save these tips for the winter!*

Tip 1: Clear your workplace clutter. Got lots of to dos hanging around from months ago? Start today and put them in a fresh list and allocate just one per day. Any that don't get done go onto the end of the list on the next available working day. Any that aren't done at the end of August get deleted.

Start the autumn with good [Time Management](#) practices on one of our most popular courses - so ideal to bring a mate on. [Time Management](#) is on 17 September.

Tip 2: Refresh your marketing and plan your sales campaign for the autumn. The summer is the perfect time to sit down with colleagues and think about how you are going to boost your sales for the last quarter of 2009. Review everything: marketing effectiveness, sales management, individual sales skills, buying patterns, target clients. A half day meeting to refocus your selling strategy can really boost enthusiasm and generate new sales. And if you want an independent facilitator, call our office on 01892 836110.

We have lots of great sales and marketing courses to choose from in the autumn:

- [Managing a Sales Team](#) on 2 September
- [Sales Essentials](#) on 3 September
- [Increase Sales through Effective Marketing](#) on 10 September
- [Sales - the Client Meeting](#) on 23 September
- [Telephone Sales Techniques](#) on 30 September

Tip 3: Spend time talking to your staff and team members. Great leaders and managers always make time to get to know their people. This can be a real challenge when our businesses are at their busiest. So, if you have a quiet time over the summer, invest some of your time in your most valuable asset - your people. The more you get to know them - and they get to know you - the better your team's performance will be.

Make the autumn a time to focus on your management and leadership, with our fabulous general management courses.

- Take your pick of two sets of dates for our autumn [Management Programmes](#):
 - 3 September, 1 October and 5 November (at Buxted Park) or
 - 22 September, 15 October, and 17 November (at Salomons).
- [Management Essentials](#), on 30 September.

[Management Essentials](#) plus the [Management Programme](#) is an ideal package to make the best of **Mates' Rates**: two new managers can do the whole set of four days - eight days of training in total - for only £1,400!

More courses for Managers ...

- [Managing Under-performance and Difficult Behaviour](#), on 8 September
- [Team Leadership](#) on 30 September

And for more experienced Managers ...

- [Basic Psychology for Business](#) on 22-23 September
- Our two-day [Leadership Programme for Directors and Senior Managers](#) on 30 September and 21 October

Up to £1,000 Leadership Grant

Train to Gain (TTG) are offering £500 in un-matched grant money, and an additional £500 if you will match it. So, you can get £1,500 worth of training for an outlay of only £500.

This can be used for any members of staff who have not used the current leadership grant in its present form.

Call the office on 01892 836110 to discuss eligibility and we will put you in touch with a TTG Leadership Broker.

Tip 4: Cleaning up your PC's Desktop can be very liberating. If you are like Kent Trainers' Top Tips writer, you will constantly be spotting valuable reports to download or creating useful files on the fly. And they are probably cluttering the desktop screen of your PC. Take 20 minutes to file or delete these and get a feeling of open space when you log on. Aaahhh. Now use some of your quiet summer time to learn how to use that useful application that you never mastered. It will make you so much more effective come the autumn rush.

If you need help with any business software, we offer a comprehensive range of courses at all levels in our two purpose built IT suites. See our brochure (call the office or download one from our website) or look at www.kenttrainers.co.uk for a full list. A good sample are running in September, and any you book through to December are eligible for our Mates' Rates.

- [Microsoft Project](#) on 3 September
- [Excel Advanced](#) on 15 September
- [PowerPoint for Beginners](#) on 23 September
- [Word Intermediate](#) on 24 September
- [Word for Beginners](#) on 29 September
- [Excel for Beginners](#) on 30 September

Half Price Beginners' Courses.

If you have a new joiner and you want them quickly up to speed, why not book them on Word, Excel and PowerPoint for Beginners - three courses at a special price of £645.

And ...

... if you have two new joiners, we will apply our Mates' Rates to this offer and give you a second person at £45 per course, so six places for £780 - half our normal price.

Tip 5: Time to think about your customers. What could be more important than the experience your customers have when they deal with you. Use some of your summer to review how your team deals with enquiries, calls, sales, complaints, and follow-up. Ask a friend to be a mystery shopper. Then commit to making some changes.

Our courses cover many of the skills your team needs to get customer service right:

- [The Effective & Confident Administrator](#) on 3 September
- [Enhancing the Customer Experience](#) on 17 September
- [Deal Effectively with Conflict](#) on 24 September
- [Reception Skills](#), on 1 October

Tip 6: Plan your training Programme for the autumn. With Mates' Rates only available to the end of July, you'd kick yourself if you lost this opportunity. In a Learning and Skills Council survey, 74% of employers found an improvement in job-related skills and performance after good quality training. 80% saw quality standards raised and over 60% said that productivity had improved. Over 50% found that employers were more loyal.

Here are a few more courses we've not mentioned:

- [Financial Planning & Budgeting](#) on 8 September
- [Meetings - Making them Work](#) on 10 September
- [Recruitment Interviewing](#) on 15 September
- [Managing Yourself](#) on 15 September
- [Train the Trainer](#) on 22 September

- [Minute Taking with Confidence](#) on 23 September
- [Project Management](#) on 29 September
- [Report Writing](#) on 29 September
- [Employment Law Essentials](#) on 30 September

Tip 7: Relax, don't do it! We've suggested lots of things to do, but don't forget your holidays. Turn off completely, relax, enjoy, and re-charge your batteries.

And if that doesn't work, there's always [Managing Stress in the Workplace](#) on 25 September.

Have a great holiday

Important Notice to our newer readers.

Kent Trainers newsletter has been sent to some of our newer readers over the last months. However, due to data protection legislation, we can only send it to you for a limited period without you specifically requesting it.

If you were not receiving our mailings before 1 January, and wish to continue, to do receive them, please confirm now by clicking here: to subscribe@kenttrainers.co.uk

Alternatively, you can always call Kate & Richard in our office, on 01892 836110.

Mates Rates: Your Questions Answered:

- Q: When can I take up this offer?
 A: The offer runs from 10th June 2009 until 31st July 2009 - any bookings you make up to the end of July are eligible for this offer
- Q: Hey, I want to book now?
 A: Call our office on 01892 836110 and we'll reserve your places now
- Q: That's disappointing - I've recently made a booking?
 A: Give us a call and we'll happily reserve a place for one of your mates and only charge them £45
- Q: What courses can I book?
 A: Any open course up to the end of 2009. You can find them all on our website - www.kenttrainers.co.uk - where you can also download our brochure. If you want us to post you a brochure, call us on 01892 836110
- Q: Does the second booking need to be on the same course?

A: Yes - to qualify for the offer both bookings must be on the same course.

Q: What if I subsequently transfer one of the bookings to another course?

A: Both delegates must attend the same course to qualify for the offer.

Q: I am a Gold or Silver member. Will I get my discount on top of the offer?

A: No, I am afraid not. This offer is exclusive and can't be combined with our standard membership offer.

Q: How do I book?

A: Just call Kate and Richard on 01892 836110

Notes: All prices quoted are subject to VAT at 15%. Our standard terms and conditions apply. Terms and conditions are published on our website www.kenttrainers.co.uk.

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.

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