

kenttrainers

The Jumping Boy's Top Tips for February

Courses coming up at Chilston Park, Lenham.

- [Managing Yourself and Your Time](#) - 20th February
- [Introduction to First Line Management](#) - 21st February
- [Team Leadership](#) (2 days) ILM Accredited - 26th & 27st February
- [Report Writing](#) - 28th February
- [Minute Taking with Confidence](#) - 5th March
- [Effective Sales Techniques](#) - 5th March
- [Customer Service](#) - 12th March
- [Train the Trainer](#) (2 days) - 19th & 20th March
- [Performance Management and Appraisal](#) - 21st March
- [Finance for Non-financial Managers](#) - 22nd March
- [Internal Auditing](#) - 22nd March

Tip 1: How to prioritise your time to become more efficient

It is more than 200 years since the publication of Jane Austen's *Pride and Prejudice*. A recent biography indicated that Jane's day consisted of 2 hours at the piano, followed by preparing breakfast for her mother and sister and then sitting at her desk to write for the rest of the day. It sounds idyllic, but no doubt even Jane Austen had to meet deadlines and deal with interruptions to her routine. Whilst we may not have to cope with gentleman callers, there is a real skill in planning your diary to ensure that all your urgent and important tasks are completed and you are not distracted by others'

inefficiencies. Don't fall into the trap of letting one person's disorganisation impact on your own time management. Sometimes you need to

...Be Assertive and say no

Of course there are ways and ways of saying no, and the trick is to be assertive without becoming unreasonable and unhelpful. Essentially assertive behaviour ensures that everyone wins, usually with some compromise. Equally it's not about being a "jobsworth". Find the middle ground and move forward from there. Don't let yourself be a doormat - standing up for your own beliefs and respecting yourself, as well as others, is essential. If you don't think you are entitled to your opinion, why should others listen to you?

Learn more: ['Time Management'](#) on 21st February and ['Communicate Assertively and with Confidence'](#) on 17 April - both at Chilston Park, Lenham, Kent.

Tip 2: How to be a better Team Leader

Leading others in the business is a skill and whilst a few are lucky enough to have natural leadership abilities, the majority of us can improve our people management. When things are going smoothly and everyone is pulling in the same direction, we can be lulled into the sense that everyone is being managed successfully. Emotional intelligence and an understanding of what drives people to behave as they do is a powerful tool in taking a team with you. Team leaders may not be liked but they should be respected and respect is earned by leading by example.

Leading a Team? Find out more about leadership skills (including delegation) on our [2-day Team Leadership](#) course (ILM accredited) on 26th & 27th February.

New to management? If you want to learn the basic skills of management (including delegation) then our [Introduction to First Line Management](#) course on 21st February is for you.

Remember **REGISTERED CHARITIES** receive a 20% discount off the advertised price of the course.

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Find out more about our full training programme at www.kenttrainers.co.uk, or call our office on 01732 808185.

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