

## ***What Management Training will you Invest in this October?***

Here is a new handful of hot tips from Kent Trainers to whet your appetite for early October's programme.

**Tip 1:** The law on [age discrimination](#) comes into effect on 1 October 2006. This is a wide ranging change that affects recruitment, reward, retirement and much else. For example, are you offering training opportunities to all age groups fairly and without discrimination?

Learn more about this and other aspects of [Employment Law](#) on 6 October

**Tip 2:** When we promote change, most of us fear and seek to avoid resistance. This is unhelpful. Instead, engage positively with people who are resisting - not only to win them over, but also because they may know something you don't. More fool you is you don't listen.

Understand more about [Change Management](#) on 2 October

**Tip 3:** Assertiveness starts with respect: respect for yourself and respect for the other person. Cultivate assertive behaviour to achieve more at work, and you will win respect and co-operation. Assertiveness includes the confidence to ask for help and the grace to offer it.

Learn more about [Assertiveness at Work](#) on 3 October

**Tip 4:** The secret of great meetings is preparation. Whether you are due to chair the meeting or simply attend it, take a few minutes to think about what you want to get from your meeting and what can be your most valuable contribution. If you don't get an answer, do you really need to be there?

Learn more about [Meetings - Making them Work](#) on 4 October or pick up some great tips at day 1 of our three day Introductory [Management Programme](#), monthly from 5 October

**Tip 5:** Use appraisals to give your staff a real BOOST with balanced, observed, objective, specific, timely feedback on their performance. Come to think of it - why wait for the formal appraisal? How can you give your team-members a real BOOST today?

Spend a day on the [Appraisal Process](#) on 9 October or get an introduction to giving great feedback on day 2 of our three day Introductory [Management Programme](#), starting on 5 October

**Tip 6:** Conflict is often rooted in the past. Resolution starts when you focus on options for future actions and how each party can benefit from them. Make and invite suggestions for ways forward, make it clear that you like and respect the other person, then work together to decide the best way forward.

Explore strategies like this in more depth at our powerful workshop on [Conflict Resolution](#), on 12 October

**Tip 7:** Negotiation is a process of communicating to reach a mutually agreeable outcome. Prioritise listening as your primary negotiating skill and focus on what you hear rather than your own thoughts. Only when you understand their perspective are you ready to put yours.

Polish up your communication and negotiation skills on days 2 and 3 of our three day Introductory [Management Programme](#), monthly from 5 October

***Other courses running in early October are:***

[ISO 9001 Internal Auditors' Course](#) on 9 October

[Managing People](#) on 11 October

[Finance for Non-financial Managers](#) on 13 October

[Writing Reports](#) on 13 October

[Minute Taking](#) on 17 October

[Under-performance - Managing within the Law](#) on 18 October

***Find out more about these and our full programme, at [www.kenttrainers.co.uk](http://www.kenttrainers.co.uk), or call our office on 01892 823053***

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