

Here is our July selection of Business Tips to help you succeed

In this month's helping of hot tips from Kent Trainer, we cover our programme for the second half of July, through to early September.

Tip 1: “If I lay low and keep working hard I can ride out this change”. This is a classic attitude of someone in denial about the need for change. It's an attitude you can expect and the reasons can be understood. The first step to dealing with it is to demonstrate clearly that no change is not an option - find different ways to present solid evidence that make the inevitability of change real to each person.

Learn why denial happens, more ways to handle it, other reasons why people resist, and how to handle them; all in [Change Management](#) on 25 October.

Tip 2: When someone challenges you, it's time to STOP. STOP is a four step process for taking control of your response to any situation. First, mentally *Step back* from the situation to gain distance and objectivity; then *Think* about the challenge and all possible responses; now *Organise your thoughts*; finally, when you are ready, *Proceed*.

STOP is a useful technique when dealing with audiences. Learn more in [Presentation Skills - Advanced](#) on 18 July. Our last [Presentation Skills - Introduction](#) sold out, so book early on the next one, on 8 November.

Tip 3: Your planning for the staff conference is going well. Until, that is, the MD asks you to arrange her travel. - which is fine. But then other directors do likewise, then managers and before you know it, you're running a travel agency. This was never in your brief. If this sort of scenario is familiar, it should be! It's called “scope creep.” The way to manage it is to ensure you define your project with complete clarity from the outset.

[Project and Event Management for PAs](#) on 6 September covers this and many more tips for effective planning and delivery. Our next [Project Management](#) programme is on 15-16 October.

Tip 4: Let mother cat move her kittens. This old Polish proverb suggests that we should allocate tasks to the best person for the job. On the other hand, how does someone become the best person, without experience. Delegate work to get it done, but also delegate to stretch, challenge, develop and grow your staff.

[Management Essentials](#) is on 16 July and makes the perfect intro to our next three-day [Management Programme](#), a day a month, starting on 27 September.

Tip 5: Quality: not Quantity. When you make sales calls, do you easily slip into your usual routine and accept that only one call in ten has a positive result? You will get far better results by planning each call, researching your prospect and personalising your message. Half the calls - triple the success rate. It's your choice.

Learn how to create professional approach to [Telesales and Selling by Phone](#) on 4 September.

Tip 6: “Servant Leader” is a term we're starting to hear a lot. Leading a team of people is not just about setting direction and telling people what to do. In a mature team, it is about maintaining the environment in which your team can thrive. Meeting their routine needs, so they can focus on getting their job done and keeping information flowing throughout the team. How are you serving your team?

Boost your thinking on what [Team Leadership](#) means on 4 September or, for more senior people, treat yourself to [Leadership Skills for Senior Managers](#) over two days, on 17 September and 12 October.

Tip 7: Make text bigger or smaller in super-quick time When you learn to use keyboard shortcuts, you can supercharge your rate of producing and formatting documents. Here's

one of our favourites: highlight some text, then hold down the **Ctrl** key and press [to make your text smaller. **Ctrl** and] will make the text bigger.

Ctrl and **m** will indent the paragraph you're working on. Simple!

Learn more time-saving tips and how to get the most out of the widest used office application at [Word - Intermediate](#) on 30 August and, for maximum gain, follow that up with [Word - Advanced](#) on 6 September. Or Start from the beginning with [Word - Introduction](#) on 4 September.

Kent Trainers offers lots of help with office software. We offer fourteen [IT Training Programmes](#) at purpose built IT training suites in Canterbury or Tunbridge Wells.

Bonus Tip: How to save money. Inevitable business pressures will force us to raise prices in September, but we have already scheduled courses through to next summer. If you book any of them before September, we'll still charge you at current prices. Call our office or [email us](#) for an advance copy of our brochure.

Other Courses running in early September include:

| | |
|---|-----------------|
| Finance Essentials | 5 September |
| Negotiating Skills | 5 September |
| Appraisal Process | 11 September |
| Sales Essential | 12 September |
| Assertiveness | 18 September |
| Influencing & Persuading Skills | 19 September |
| Recruitment & Selection | 19-20 September |

Microsoft Office Software

| | |
|---------------------------------------|--------------|
| PowerPoint - Advanced | 3 September |
| Excel - Introduction | 5 September |
| Excel - Advanced | 7 September |
| Access - Intermediate | 11 September |

Kent Trainers has re-designed our Marketing course. We are currently scheduling [How Marketing Achieves Results and Creates Cash flow](#), so call us to arrange email notification of the new dates.

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](#)

Kent Trainers' new brochure will be issued in September.

We will be sending advance copies to selected people.

[Click here to request your advance copy.](#)

Find out more about these and our full programme, at www.kenttrainers.co.uk, or call our office on 01892 823053

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

If you no longer wish to receive this tip sheet or our monthly newsletter, please email us at unsubscribe@kenttrainers.co.uk