

Our November selection of Business Tips to help you succeed focuses on ideas from courses running up to the end of the year.

If you haven't received our September brochure and want a copy, either ring **our new number, 01892 836110**, or email us on brochure@kenttrainers.co.uk .

Tip 1: In Word, a watermark is an image on the background of each sheet. Here's how to create one. From the "Format" menu, select "Background" and then "Printed Watermark". Now use the dialogue box to either set up a text watermark or a picture. If you use a picture, you can make it fainter by clicking on the picture in the "Header and Footer" view and then, from the "Color" button, select "washout".

Word Intermediate is one of five end of year Office Software courses: #

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| Word Intermediate | 22 November |
| Excel Intermediate | 23 November |
| Excel Advanced | 30 November |
| Access Intermediate | 4 December |
| PowerPoint Advanced | 6 December |

Tip 2: Bullying isn't always easy to spot. It also doesn't have to come from someone senior. In fact, even such simple things as persistent minor misbehaviour or under-performance can be an attempt to undermine a manager and threaten them with the consequences of dealing with the issue. So treat this as bullying by confronting it assertively. Identify it as unacceptable, state clearly what is appropriate, and make sure the bully knows the consequences of continuing.

[Understanding People](#) is the official introduction to Transactional Analysis and will earn you an accredited certificate. This is an exciting new programme, running on 28-29 November.

Tip 3: What one thing do you want to achieve at your next meeting? Make sure your next meeting is productive by stating at the outset the single most important outcome, and then tackling that issue first. This way, whatever else you do or don't achieve, you will have done something of real value.

Learn more about how to get the best from your weekly two-hours together at [Meetings - Making them Work](#), on 29 November.

Tip 4: One of the best shows in London's West End is *Glengarry Glen Ross*, a cynical view of real estate salesmen with no integrity. Selling is, however, a noble profession - nobody would ever own anything if there were no salespeople. The injunction "ABC - Always Be Closing" in *Glengarry Glen Ross* isn't so wide of the mark. New salespeople often miss a sale when they fail to spot buying signals and fail to close. Always have the courage to ask your prospect for the deal if your sales pitch goes well and the prospect shows interest.

To boost your sales skills, [Sales Essentials](#) is on 3 December and [Telesales & Selling by Phone](#) is on 7 December.

Tip 5: Financial planners often get seduced by their own assumptions. When you've created your financial plans, always test them for plausibility. Does your plan seem consistent with common sense? It's often best to get someone else to review your plans with an objective eye. Then test your sums. It is a good discipline to do a simplified calculation on the back of an envelope to see if you get a similar result.

Detailed advice on [Financial Planning - Budgeting, costing and pricing](#) is available on 4 December.

Tip 6: There are four questions to answer when training your staff. We all need to answer four questions when we learn something new:

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| “Why?” | Why should I be interested in this? What is the relevance? |
| “What?” | What am I expected to be able to do? |
| “How?” | How do I do this?” |
| “What if?” | Now let me test out my knowledge by experimenting |

Learn the skills you need for [Training your Staff “on-the-job”](#), on 5 December.

Tip 7: A recent customer service taught us a real lesson. We secured a new service which didn't work first time. We contacted technical support, who treated us as if we were foolish “You don't do it like that - that won't work ...” After a week of ever more frustrating emails, we figured out what to do. The service worked perfectly, the advice was good. Poor customer care, however, means we'll never recommend that supplier to anyone. If an email takes three minutes to rush off, it will only take five to write with care. Word of mouth is the best - no, THE BEST - source of new business. Are you chasing quick responses from your staff or are you seeking first class customer service?

[Customer Service Excellence](#) - can you afford to miss it? 6 December.

To access **FUNDED TRAINING** call our office on 01892 888134 and ask for a referral to a Train to Gain advisor.

Courses resume in the New Year on 14 January:

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| Complaint Handling | 16 January |
| Influencing & Persuading Skills | 17 January |
| Presentation Skills - Advanced | 17 January |
| Negotiating Skills | 21 January |
| Communicate with Confidence | 23 January |
| Time Management | 24 January |
| Personal Assistant - Personal Development | 22 January |
| Office Management | 24 January |
| Appraisal Process | 23 January |

Office Software Tools

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| Word Intermediate | 14 January |
| Excel Intermediate (Limited places remaining - book quickly) | 15 January |
| PowerPoint Introduction | 16 January |
| Access Advanced | 17/18 January |
| Access Intermediate | 21 January |
| MS Project | 22/23 January |

New Courses

Exciting new courses in the new year include:

[Equality and Diversity: what it *really* means to your organisation](#), 31 January and 25 June

[SAGE Line 50 Instant Accounts](#), 1&2 November and 5&6 February

[SAGE Payroll](#), 6 March & 21 May

Also newly available as an In-house courses

[Microsoft Visio](#) - ring our office on the new number, 01892 836110, or [email us](#) to learn more.

Kent Trainers' venues

Kent Trainers delivers its open training courses at venues selected for their quality and ambience:

Chilston Park Hotel, Lenham

West Heath centre, Sevenoaks

David Salomon centre, Tunbridge Wells (IT training)

Hall Place, Canterbury (IT Training)

Click [HERE](#) for more details.

Kent Trainers has moved our main office.

Please note our new phone number: **01892 836110**

... and our new address:

Athelbrae House, 10 Linnet Avenue, Paddock Wood, Kent, TN12 6XQ

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](#)

*Find out more about these and our full programme,
at www.kenttrainers.co.uk, or call our office on 01892 836110*

Who else would like our tips and newsletters?

Please forward this to them, or send their email address to subscribe@kenttrainers.co.uk

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