

**In our March top tips we offer you insights on topics linked to courses running in April.**

**50 for over 50s: More Free Training Places for Kent Trainers' Customers**

We still have some remaining grants for over-50 year olds to attend our training. The grant of up to **£265** can be applied to make a place on an open course **completely Free**, or to subsidise an in-house course for up to 12 of your staff.

They are available for use by a staff member who is over 50 years old, providing you **register by 31 March** and training takes place by 1 May (or as near as possible afterwards if there is no course scheduled before).

To book your free training place, read this month's top tips first, then call our office on 01892 836110.

**Tip 1: Use your Appraisal process to motivate and improve performance.** Many organisations use appraisals as a basis for pay and promotion decisions. For that reason, many staff fear, dislike or deride them. However, transform them into an opportunity to support, encourage and praise your staff, and you'll start to find they boost morale and performance. Keep them short, simple, professional and positive.

Learn a structured approach to appraisals in [Appraisal Process](#) on 16 April. Also relevant are [Employment Law Essentials](#) on 17 April, and [Recruiting Staff](#), on 28 May.

**Tip 2: There are lots of ways to paste an Excel table into Word.** The standard cut and paste - as you'd expect - is probably most useful. It inserts a Word table, closely similar in format to the original Excel table. Edit Paste Special offers you a range of options. You can paste in: the whole spreadsheet, unformatted text in the standard font, with tabs marking the columns, or a picture of the table in metafile or bitmap format. Try an example and get used to the differences, so you can use the right one when you need it.

April's and May's IT courses include: [Word - Intermediate](#) on 16 April, [Access - Intermediate](#) on 14 May, [Excel - Intermediate](#) (at our excellent new Ashford venue) on 15 May or [Word - Advanced](#) on 20 May.

**Tip 3: Use the power of silence to make your sales** either face-to-face or on the phone. When you have finished making your pitch, or dealing with an objection, shut up. Create a silence to let your customer think. This puts the ball in their court. One of the chief mistakes salespeople make is to over-speak. Reiterating your point un-necessarily conveys a lack of confidence which undermines, rather than reinforces, your point.

Learn more about the basics of selling at our popular [Sales Essentials](#) on 10 April or, for telesales skills, [Telesales and Selling on the Phone](#), on 3 April.

**STOP PRESS: Nearly Full:** Our [Managing Underperformance and People Problems](#) workshop on 26 of June is already **nearly full**. Avoid disappointment and book NOW.

**Tip 4: Did you hear the one about the Californian farmer in 1849,** who sold his farm and went to prospect for gold? The next owner of the farm found a 5 ounce nugget of gold in the stream that ran through the farm. Focus on what you already have. Learn to use your existing skills to best effect.

Optimise how you use your talents. Come to [Personal Effectiveness](#) on 9 April. One delegate said: *"I liked the participation and the tools for self reflection."* We are sure you will too.

**Tip 5: How many things do you** regularly transfer from one **"To Do"** list to the next? If you catch yourself about to do this for a third time, put it on a **"To Don't"** List. Carrying

stuff forward only creates mental stress. If it's really important, you'd have done it. Now, it's not a "must", it's a "should". Focus on the "must's" and use your free time to relax!

Our ever-popular [Time Management](#) is on 22 April.

**Tip 6: How effective is your Financial Planning process?** There are two big traps for the unwary budgeter. Over-optimism is one - leading to inevitable disappointment and revised budgets part-way into the year. The other is careless repetition of last year's figures. If last year, you budgeted for 3% bad debts, then doing so again takes the pressure off the business to take action to improve performance. Use your planning to drive performance improvements.

[Financial Planning - Budgeting, Costing and Pricing](#) is on 30 April at one of our new venues.

**Tip 7: Why are we all at this meeting?** Your participants must never find themselves asking this question. Avoid it with two simple steps: 1 - put the purpose of your meeting at the top of your agenda, and 2 - think carefully about who needs to attend and only invite people with a real reason to be there

[Meetings - Making them work](#), is so popular, we've added an extra date: 13 May at our excellent new venue in Ashford.

**Did you know?**

A recent *McKinsey & Company* survey showed that *"better management practices are closely linked to increases in productivity and output"*. Better managed companies get better results *"across a wide range of financial and operational performance measures"*.

The next [Management Programme](#) starts on 12 May and continues on 9 June and 7 July, all at Chilston Park. The next [Management Essentials](#) is on 10 June, also at Chilston Park.

To access **FREE TRAINING** call our office on 01892 836110 and ask for a referral to a Train to Gain advisor.

Come and visit us at the Kent 2020 Exhibition on Thursday 3rd April. We are on stand E4. If you would like a one-to-one meeting with one of our Directors, call us on 01892 836110 and we can arrange for you to meet us over a cup of coffee

**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](http://www.kenttrainers.co.uk), or call our office on 01892 836110

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