

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

***A £1,000 grant to support your learning programme.***

Too good to be true? Not at all.

You can access up to £1,000 to meet the cost of Kent Trainers workshops, open course places, in-house programmes and customised training for your directors, owners, senior managers and management teams. This offer comes from *Train to Gain* and runs for two months only: 1 April to 30 June. Contact Kent Trainers on 01892 836110 for full details, or email us at [info@kenttrainers.co.uk](mailto:info@kenttrainers.co.uk)

**Tip 1: Never be afraid to ask for the moon; you may just get it.** But even if you don't, opening a negotiation at a highly optimistic starting point can anchor the other party's expectations and transform the course of the negotiation.

Learn a structured process for negotiating and get tips and techniques at [Negotiating Skills](#) on 13 May at Salomons Centre, Tunbridge Wells.

**Tip 2: What has been your best experience as a customer in the last year?** And what made it so good? Chances are it was about something somebody did, rather than the product or service itself. Analyse your experience and ask: *"How can I apply this to my own business?"*

[Customer Service and Complaint Handling](#) can be learned. Join us on 6 May at Chilston Park, Lenham.

**Tip 3: Are you ok?** A powerful way to understand difficult behaviour at work starts from how people feel about themselves and about others. For example, underperformance can sometimes stem from a belief that good performance is a waste of time because *"I'm not worthy of any praise."* So they will then also think *"What's the point of working for it?"*

Understand how this works and a vast amount more at [Basic Psychology for Business](#) on 14 and 15 May at Chilston Park, Lenham.

**Tip 4: Information is not power.** Power arises from the decisions we make. That's where information really does come in handy. How are you using information in your decision making process?

[Access - Intermediate](#) is on 14 May at ITAP, Ashford.

Other great Office courses coming up include: [Excel - Intermediate](#) on 15 May, [Word - Advanced](#) on 20 May and [PowerPoint for Beginners](#) on 20 May.

**Tip 5: Taking on projects around the office can be a sure way to raise your profile** - for good or ill. You make a good basis for success by getting agreement on three things before you start:

1. What does success look like?
2. Who needs to be consulted?
3. What is the scope of your responsibilities and authority?

More on [Office Management](#) on 14 May at Chilston Park, Lenham.

**Tip 6: Start your meetings ready for success.** Circulate an agenda in advance and, at the top of the agenda, state clearly what the aims are for your meeting, so people come with success in mind.

Meeting Skills is one of the 12 essential management topics in our three day [Management Programme](#). We have three places remaining on the next programme, starting on 12 May, and continuing on 9 June and 7 July at Chilston Park, Lenham. The next [Management Essentials](#) is on 10 June, also at Chilston Park.

**Tip 7: There are only two sources of conflict:** when people's needs and desires cannot be reconciled, and when people believe their needs and desires cannot be reconciled. Therefore the first skill of anyone seeking to resolve conflict, whether as a mediator or a participant, is to listen hard. Put your perceptions to one side and ask: *"What is it that I am not hearing?"*

Work through the stages and skills of [Dealing Effectively with Conflict](#) on 20 May at Salomons, Tunbridge Wells.

***Due Diligence, Health and Safety, COSHH, Manual Handling, First Aid and HACCP.***

Have you done your due diligence on these vital business priorities?

When did you last conduct a full risk assessment?

Is your business at risk?

**Are you at risk?**

If you need training in this area, please call the Kent Trainers office on 01892 836110 and ask us about our training partners.

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

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*Find out more about these and our full programme,  
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