

kenttrainers

Expand your horizons - personal & business training

Top Tips

November 2008 edition

Welcome to our November Top Tips

In our November top tips we offer you insights on topics linked to courses running for the rest of 2008. Good grief, is Christmas really that close?

Welcome to all our new Sussex readers.

From January 2009, Kent Trainers courses will be available in Sussex, at our splendid new venue, the Buxted Park Hotel, near Uckfield.

This is a response to demand: many Sussex businesses have been sending people to our Kent-based courses and some have asked us if we can offer courses nearer to home.

So if you are in Sussex and don't always want to travel to Tunbridge Wells, or further, Kent Trainers will be offering some of our most popular courses, with many courses not available from other providers in Sussex.

If you know a business acquaintance in Sussex who would enjoy our tips and newsletters, please do forward this to them.

If you have had this newsletter forwarded by a colleague and want to subscribe, just drop us a line to subscribe@kenttrainers.co.uk or call Kate & Richard in our office, on 01892 836110.

Book a block of courses and you will also get the benefit of our tiered loyalty discount rates of 10% for Silver Members and 15% for Gold Members. Call us today to find out more.

Tip 1: Comparing two Excel workbooks can be a chore. But if you need to do it, then a third workbook, called comparison.xls, can be your saviour. Just put this formula into cell A1, then copy it to every other cell in the range covered by you workbooks. Now you have a spreadsheet of all of the differences, with non-numeric differences showing up as #VALUE! errors.

=IF([WB1.xls]Sheet1!A1=[WB2.xls]Sheet1!A1,"",[WB1.xls]Sheet1!A1-[WB2.xls]Sheet1!A1)

Boost your spreadsheet skills to the next level with: [Excel for Beginners](#), on 20 November and 8 December; [Excel Intermediate](#), on 11 December (**1 place remaining**); or [Excel for Advanced Users](#), on 9 December.

Other Office IT training this month includes: [Word Intermediate](#), on 2 December.

Tip 2: Defuse conflict one step at a time. Flexibility is the key to success. The more different ideas you can offer, the more chance you'll find the basis of a solution. Keep focused on a good outcome and stay flexible to find something you can both agree on. Without agreement, you will stay in conflict. Then look for the next thing to agree on; one step at a time.

Learn how to [Deal Effectively with Conflict](#) on 4 December.

This topic also features as a part of our popular [Management Essentials](#) workshop, next running in the new year, on 14 January and 24 February. It is the perfect introduction to our 3-day [Management Programme](#), starting on 5 February (then 4 March and 1 April) in Buxted and 17 February (then 19 March and 30 April) in Ashford.

Tip 3: Talk to any pregnant woman and you'll learn that induction is not welcome. So why is it that so many organisations have an induction programme for new staff? Far better to have a welcome programme. As a supervisor, your job is to make a new joiner feel welcome, valued and ready to contribute to their new team. Do this by: 1. introducing them to their colleagues, 2. showing them how things work, and 3. making yourself available to help, advise and support them in their first few weeks.

Spend the day looking at the roles and skills of a supervisor in [Supervisory Management](#) on 4 December.

Tip 4: Training is an essential part of developing staff. As an HR manager or a manager with HR responsibilities, you will want to ensure that your staff continue to get the best training opportunities. Spend a few minutes on the phone with Kate in our office (01892 836110) and find out who your nearest Train to Gain advisor is. They can help you access all manner of funding for your training programme..

[HR Essentials](#) is one of our most popular courses. It is a comprehensive introduction for inexperienced HR managers and a good refresher for those with experience, spread over two days, on 8 & 9 December.

Tip 5: Do your colleagues learn best by having a go or by being shown? Everyone has preferences for how we learn. However, we all retain information best when we figure something out for ourselves. Giving a team member the time to do this is the gold standard of on-the-job training. It does take more time and require more care and risk management, so needs to be balanced by other methods.

[Motivating your Staff through Training and Coaching](#), on 27 November, focuses on the one-to-one coaching style of training. For group training skills, try our excellent [Train the Trainer](#) course on 3 December.

Tip 6: Why do so many projects over-run their schedule or budget? One of the commonest reasons is rushing to implement the project without careful planning and another is rushing to plan without a clear idea of your desired outcome. Taking time at the start to articulate a precise specification and develop a clear plan may feel like a delay, but it locks in certainty and is the worst kept secret of great project managers.

Learn the basics of [Project Management](#) on 4 December.

Tip 7: How do you know what features of your product or service to promote? This is a question that can profoundly affect your marketing and sales success. Here is a four step process to find out: 1. make a list of features that have real benefits for your customers; 2. pick a pair and plot your performance on these two scales (eg price and quality), and the performance of your competitors; 3. pick other pairs and repeat the plots; 4. promote the two features for which your performance is significantly above the line represented by all your competitors' performance.

Two courses will help you boost your sales: [Increase your Sales through Effective Marketing](#), on 2 December; and [Telephone Sales Techniques](#) on 3 December.

New Kent Trainers Course:

Managing Stress in the Workplace

Effective managers are aware of stress in their workplace and take proactive steps to manage it. We are all working with stress and, for many, the level of stress is increasing, so we need to take positive action for the benefit of the organisation, ourselves and our staff.

Stress is a health and safety matter and therefore subject to legal penalties. If you are a manager who needs to understand how to manage stress in yourself and your staff, then you need this course.

20 Feb at Chilston Park and 25 September at Brands Hatch Place

[Click here for online details](#)

To find out more and to enquire about course availability, call Richard or Kate in our office on 01892 836110.

Find out more about our full training programme at www.kenttrainers.co.uk, or call our office on 01892 836110. We are proud of our new website and hope it offers you the information you need to make your training investment decisions. We would be pleased to hear what you think!

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](#)

The material available in this newsletter is designed to provide general information only. Whilst every effort has been made to ensure that the information provided is accurate, it does not constitute legal or other professional advice. Legal advice should be taken in all matters regarding employment law.

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