

kenttrainers

Expand your horizons - personal & business training

Top Tips

February 2009 edition

Welcome to our Top Tips

In our February Top Tips we look at some of the courses coming up in the next month, all of which feature in our exciting, un-missable 2009 open course brochure. If you still have not received your copy, call us on 01892 836110, and we'll put one straight in the post.

Kent 2020 Vision: 2 April 2009

Come and see us on stand C1. If you want to book a meeting with one of our directors, just call our office on 01892 836110 and we'll be happy to set one up.

Kent Trainers 2009 Brochure

Our new brochure should have hit your desk already.

It contains:

Over 200 open course dates for 2009

**With some new course titles*

In our six fabulous venues

Including Buxted Park near Uckfield in Sussex

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

Tip 1: Leadership is entirely about character. From challenges to the integrity of some senior bankers, peers and civil servants to the faith many people have placed in Barack

Obama, character is re-emerging as prime leadership real estate. As a director or senior manager, this means finding a leadership style that is authentic to you and respectful of the people you deal with. This is a pre-requisite to sustainable success and creates confidence and trust in you.

Take some time out to discover your own leadership style: [The Leadership Programme for Directors and Senior Managers](#) is a two-day programme, running on 23 March and 23 April.

You may also be interested in [Company Director - Understanding the Role](#), on 17 March.

Book onto both courses and receive **an extra 10% Discount**

Tip 2: *“Is it my starting assumptions or my reasoning you disagree with?” “It’s your reasoning.” “Good, so we agree on the assumptions, let’s move forward.”* By finding common ground, we can defuse conflict and build agreement. In any conflict, start to resolve it by looking for something you can agree on. It is far easier to build agreement upon agreement. If all else fails: *“At least we agree that this is an important issue - let’s work together to examine it bit by bit.”*

Spend a day focusing on [Dealing Effectively with Conflict](#), on 11 March, or cover a wide range of topics, including conflict, in [Management Essentials](#), on 24 February.

[Management Essentials](#) is a great intro for new managers. Follow it up with [The Management Programme](#). There are courses starting on 10 March and 19 May. Book onto [Management Essentials](#) and one of these programmes, and **receive a 10% discount**.

Tip 3: How do you want people to feel and what do you want them to think when they leave your event? This is the first question an event organiser should ask their client as they start to plan the event. If you are asked to organise an internal event, start with this question. This will give you a clear goal to plan against and something to measure your success by. This works with everything from a simple meeting to a large conference, a celebration to an exhibition.

Learn much more about [Organising an Event](#) on 4 March.

If you need to make effective minutes of meetings, [Minute Taking with Confidence](#) is for you, on 27 February. **Book both and get a 7½% Discount.**

Tip 4: How aged are your debts? One of the key types of financial information for managers of any business is data on your debtors. Debtor days is a measure of the average age of debts - when it increases, start to worry. Calculate it by dividing your outstanding debt by your forecast turnover, and multiplying by 365. If the number is bigger than the number of days in your settlement terms (typically 28 or 30 days - you should know yours) then you are not in control of your debtors. But don’t just look at averages. Examine every outstanding debt that exceeds your payment terms and manage the relationship to secure rapid payment.

There is a lot of essential information for any manager in [Finance Essentials for Non Financial Managers](#) on 4 March. Book this with [Management Essentials](#) on 24 February and **receive a 7½ % discount**.

Special Offers

Book any two from the courses below and receive a 7½ percent discount.

Book any three, and get a 10 percent discount.

Your bookings do not need to be for the same person.

* [Management Essentials](#), 24 February

* [Supervisory Management](#), 25 February

- * [Minute Taking with Confidence](#), 27 February
- * [Organising an Event](#), 4 March
- * [Finance Essentials for Non Financial Managers](#), 4 March
- * [Enhancing the Customer Experience](#), 5 March
- * [Team Leadership](#), 10 March
- * [Dealing Effectively with Conflict](#), 11 March
- * [Time Management](#), 11 March
- * [Company Director -Understanding the Role](#), 17 March
- * [Leadership Programme for Directors and Senior Managers](#), 23 March and 23 April
(Counts as two bookings)

Tip 5: A recent survey showed that high street cobblers are the most popular type of organisation in Britain. Local authorities were the least. Why is this? Some commentators have said it is about service standards. This may be true in part, but we think there's something more important. After all, many local authorities (especially in our areas of Kent and Sussex) offer excellent service. We think the main factor is speed of service. Enhance the way your clients and customers feel about you by speeding your response. If you cannot deliver your product or service faster, think how you can respond to enquiries quicker and keep people informed about the status of their enquiry. Look at what the best web-based businesses offer.

In tough times, you cannot afford to let competitors offer a better service than you - nor be complacent about the quality of your service. [Enhancing the Customer Experience](#) is on 5 March.

Book this with another course in the list above and **receive a 7½% discount.**

Only 2 Places remaining on [Excel Intermediate](#) in Ashford, on 18 March.
Book now and, if you don't get a place, we can wait list you or offer you a course later in the year.

Tip 6: Do you keep a "To Don't list? You should. Look at all the dross on your to do list; stuff of little or no value that you keep putting off. It causes you stress and wastes valuable time. Transfer it to a To Don't list and cross it off your to do list. Now file your To Don't list in the round filing cabinet on the floor. You'll feel so much better. Done!

More fantastic [Time Management](#) tips on 11 March.

Book this with [Enhancing the Customer Experience](#) on 5 March or [Management Essentials](#) on 24 February and **get a 7½% discount.**

Tip 7: We like sour mix or M&Ms. What do you like? Placing a bowl of sweets on your desk from time to time will draw team members to your desk. This allows you to chat with them and creates a sense of team spirit - whether you are a director, senior manager, manager, supervisor or team leader.

Whatever your level of management responsibility, we have a course specifically for you:

- * [Company Director -Understanding the Role](#), 17 March
- * [Leadership Programme for Directors and Senior Managers](#), 23 March and 23 April
- * [The Management Programme](#), on 10 March, 21 April and 14 May
- * [Management Essentials](#), 24 February
- * [Supervisory Management](#), 25 February

* [Team Leadership](#), 10 March

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!

Welcome to all our new readers.

Kent Trainers courses are now available throughout Kent and in Sussex, at our splendid new venue, the Buxted Park Hotel, near Uckfield.

If you are reading this newsletter for the first time and want to subscribe, just drop us a line to subscribe@kenttrainers.co.uk or call Kate & Richard in our office, on 01892 836110.

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.

Please do not reply directly to this newsletter as there will be a long delay in us receiving your message. If you would like to contact us please send a message to info@kenttrainers.co.uk.

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

If you no longer wish to receive this newsletter, please email us **with the email address you want to remove** from our system at unsubscribe@kenttrainers.co.uk quoting the reference **6/325**.