

August 2009: The Management and Leadership Edition

## Plenty of support for Management and Leadership Training

Before her holiday, Kent Trainers director, Kate, attended a regional meeting about how you can access Leadership and Management Grant money.

Kate's notes from her meeting will be of great interest to many of our readers, so here they are. If you want to learn more, give Kate a call on 01892 836110.

- The grant is available for **businesses and charities** with 5 to 250 paid staff.
- **Get a £500 grant** to spend on open course or in-house Management and Leadership development - for anybody with a leadership role.
- Train to Gain interprets **Leadership at any level** - from front-line team leaders to senior managers and directors.
- You can get another £500 match funded money, making **£1,500** - a £1,000 grant with £500 of your funds.
- If you have accessed these funds before, you can now access more money for a second person in a management or leadership role - this is a **big change**.
- The only ineligible training is mandatory or compliance related courses. Any management or leadership development is eligible.
- Train to Gain will do diagnostic and we need to complete a form - which we are happy to do.
- Train to Gain will return to your business to assess value to you of our training.
- There is a pot of money that will last *"for the foreseeable future"* - but we've been reading the papers too, and we figure it would be dangerous to try and foresee too far!

### ***"Is this Too Good to be True?"***

You might think so, but not at all. We have had many participants enjoy a wide range of our courses paid for in full or in part from this grant. And we've been processing a stream of enquiries over the summer.

Don't miss out. Call now on 01892 836110 and we will refer you to the right person in your area to start the process of getting your grant. So don't lose this chance.

### ***"What can we spend our Grant on?"***

The new flexibility in the current regime means you have enormous flexibility.

Almost any course in our brochure (call 01892 836110 and we'll send you one) or on our website ([www.kenttrainers.co.uk](http://www.kenttrainers.co.uk)) could qualify. It depends on your business needs.

Here are a few of the courses that offer a spread of Management and Leadership skills:

#### [Team Leadership](#)

*For Team Leaders*, on 30 September

#### [Management Essentials](#)

*For new Managers*, on 30 September.

#### [The Management Programme](#)

*For new and experienced Managers*  
3 September, 1 October and 5 November; or  
22 September, 15 October, and 17 November.

#### [Leadership Programme for Directors and Senior Managers](#)

Over two-days, on 30 September and 21 October

#### [Managing Under-performance and Difficult Behaviour](#), *For some of the trickiest leadership challenges*, on 8 September

#### [Basic Psychology for Business](#)

*Something special for experienced managers* - leading to a Transactional Analysis TA101 certificate, on 22-23 September

#### [Financial Planning & Budgeting](#)

*A key leadership role*, on 8 September

#### [Project Management](#)

*For new initiatives*, on 29 September

## Leadership and Selling

Ken Wilber made a valuable contribution to leadership thinking with four quadrants which a leader needs to balance.

These make a neat way of thinking about any area of organisational life and here, we look at how to balance your sales and customer care efforts.

### Skills

Do your sales and customer care colleagues have the right skills to convert a sale and then, crucially, to retain a customer. Start by assessing what skills you need for each role and then review each staff member against your blueprint. Make a plan to address any gaps.

### Attitudes

The secret of customer care is simple: you have to **care** about your customer. Perhaps surprising, but we think this is the start of being a great salesperson too. To find out what works best in your business, start by spotting your best customer care and sales staff. Then interview them to discover their attitudes to their work.

### Infrastructure

The best people will flounder without the support of good managers, smart processes and effective technology. You don't have to spend a lot, but you must invest time and effort to get your processes right.

### Culture

Great skills and perfect infrastructure mean nothing if your culture is wrong - and this will kill off great attitudes too. How you lead and the values you establish are vital for strong sales and customer care. Recognise endeavour, celebrate success and learn from set-backs.

**Learn More:** [Managing a Sales Team](#), 2 September; [Sales Essentials](#), 3 September; [Increase Sales through Effective Marketing](#), 10 September; [Enhancing the Customer Experience](#), 17 September; [Sales - the Client Meeting](#), 23 September; [Telephone Sales Techniques](#), 30 September

## Lunch for two . . .

. . . at one of our exclusive  
**Handpicked Hotel** venues

We value your opinions and ideas, so we're launching our first annual customer survey.

It will take you less than 5 minutes to do.

You can complete it anonymously or, if you want to be entered for our prize draw, you can tell us your name and email address.

Your prize, if your name is pulled out of the hat, is **a free lunch for two** at any one of our glorious Handpicked Hotel venues, [Buxted Park](#) or [Chilston Park](#). If you have been to any of those on one of our courses, you'll know just how special they are.

To complete our survey, just go to our website, or click here, or paste this link into your browser:

<http://spreadsheets.google.com/viewform?formkey=dDI5X1ZobmJOndlejVNaEdOSVpob0E6MA..>

If you want to create your own surveys, we'll happily send out a tip sheet on how we created this survey in just half an hour; just call us on 01862 836110 or email [info@kenttrainers.co.uk](mailto:info@kenttrainers.co.uk).

## Five Secrets of de-Stressing

It's the holidays (unless you are reading this on your return). You'll want to release the stresses of work - and keep them released on your return. Here are our top tips:

1. Manage your time and drop the things that are neither vital nor fun.
2. Little children laugh hundreds of times a day - and you? Make time for laughter.
3. Prioritise mealtimes - choose good food, good company and take time to enjoy.
4. Exercise, regular and moderate, will increase your sense of well-being
5. Tidy up your home and office spaces and add something of beauty to each.

**Learn More:** [Managing Stress in the Workplace](#) on 25 September; [Time Management](#) on 17 September

## More Courses this September

### General Business Skills Courses

[The Effective & Confident Administrator](#) on 3 September

[Meetings - Making them Work](#) on 10 September

[Recruitment Interviewing](#) on 15 September

[Managing Yourself](#) on 15 September

[Train the Trainer](#) on 22 September

[Minute Taking with Confidence](#) on 23 September

[Report Writing](#) on 29 September

[Employment Law Essentials](#) on 30 September

[Reception Skills](#), on 1 October

### Office IT Courses

[Microsoft Project](#) on 3 September

[Excel Advanced](#) on 15 September

[PowerPoint for Beginners](#) on 23 September

[Word Intermediate](#) on 24 September

[Word for Beginners](#) on 29 September

[Excel for Beginners](#) on 30 September

## If you like our newsletters ...

You may be interested to know that our regular newsletter author, Kent Trainers director Mike Clayton, has just published his first book: The [Management Models Pocketbook](#).

Filled with great management advice in the same easy to read format as our newsletters, you can pick up your copy of The [Management Models Pocketbook](#) from Amazon.

The [Management Models Pocketbook](#) contains ten powerful models for leading people, motivating people, understanding people, and being effective at work.