

SPRING-SUMMER 2009
LEARNING PROGRAMME

**INTERACTIVE
WORKSHOPS**

focusing on building
essential skills to
increase knowledge
and productivity.

Courses in:
LONDON
MANCHESTER
BIRMINGHAM

SPRING-SUMMER 2009 COURSES



"Seminars were well prepared and expertly delivered, encompassing a terrific amount of information and advice in one day. Very enlightening!"
"It totally delivered!"

BUSINESS CASE DELEGATES 2008

Building on the success of The Access Partnership 2008 programmes, we are pleased to launch the Spring-Summer 2009 Learning Programme.

This year's programme focuses on essential skills for the workplace which will give delegates the confidence, skills and ability to work more productively.

Delegate feedback from previous Access Partnership events and conferences provided the information to further enhance and improve these 2009 courses.

The style of training is interactive and lively, drawing on delegate's experience and their own learning needs.

Delegates will receive a workbook for use both within and after the session. All courses include group activities to encourage both reflective practice and future planning and tutors will work with groups and individuals to ensure that the environment is both non-threatening and conducive to learning.

DEVELOPING EFFECTIVE AND CONVINCING BUSINESS CASES

Designed to provide an insight into writing short and concise business cases such as bidding for more resources and proposing changes in service.

LEARNING OUTCOMES

- Understanding strategy and its relation to Business Cases.
- Structure and put together a Business Case.
- Consider the elements for an option appraisal.
- Identify the role of stakeholders and how to work with them effectively.

This one day course for a maximum of 20 people, examines the Business Case primarily within an NHS context. However, it is equally useful for non-NHS people who want to gain a greater understanding of what is required in developing Business Cases, option appraisal and successfully managing projects. The programme includes working through a useful template to help shape and guide the construction of the Business Case. The facilitator has over 29 year's experience of the NHS and as a previous successful Chief Executive will provide personal observations and insights into both securing and delivering effective Business Cases.

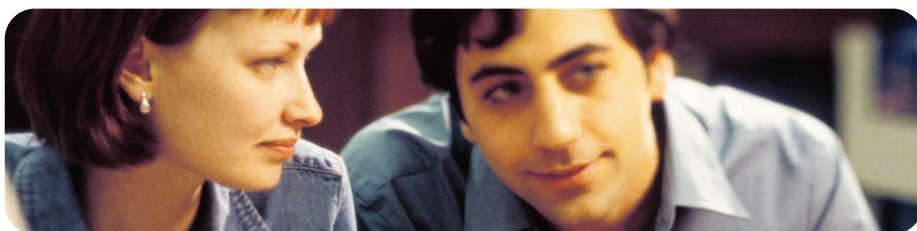
UNDERSTANDING DATA AND INFORMATION MANAGEMENT

A one day workshop aimed at new managers, deputy managers and clinicians who use and need access to data and information.

LEARNING OUTCOMES

- Identify how to make data work, setting and identifying targets (special focus on understanding and sustaining 18 Week pathways and the impact on services).
- Define data collection requirements and interpret the information so that it is meaningful and useful.
- Monitor the impact of local decisions.
- Make a difference to the way services are provided.

This one day course for a maximum of 20 people is a practical hands on approach to gain an insight into the use of data in helping to meet national and local service objectives. It will enable delegates to develop a better understanding of the value and use of information in effective decision making and will provide valuable insights into how information can be used to make a real difference to the way services are delivered to help meet the needs of the local population.



SPRING-SUMMER 2009 COURSES CONTINUED

EFFECTIVE WRITING AND EDITING SKILLS

A one day course for all those who need to know how to write clear and easy to read text.

LEARNING OUTCOMES

- Understand the difference between writing for print and the web.
- Spot errors in text.
- Structure reports and create report outlines.

This one day course for a maximum of 20 people will introduce writing styles; discuss using different styles for different audiences, and the difference between writing for print and the web. It will provide you with simple guidelines for writing clearly, and for proofing and editing other people's text. The afternoon session will look at practical projects - writing reports and writing for websites, and will include examples of good and bad writing, exercises, and time for questions. Though this course focuses on writing reports and writing for the web, it will cover skills useful in all types of writing.

CREATING A CONFIDENT PERSONAL IMAGE

A one day course for those wishing to present themselves more confidently in the workplace.

LEARNING OUTCOMES

- Identify assertive beliefs and behaviour in themselves and others.
- Identify barriers to confident communication.
- Use different strategies for communicating confidently.
- Present themselves more confidently.

This one day course for a maximum of 20 people does not dictate one way of behaving or being but allows delegates to enhance their own personal style by discovering and practising different ways of behaving and communicating. Additionally delegates are encouraged to identify their own barriers to confident behaviour within the workplace and strategies that can be developed to overcome them. This will include examining what are assertive beliefs and behaviour, what makes confident behaviour, using positive non-verbal communication, different styles of language and how to stand tall and effectively say 'no'.

CONFIDENT PRESENTATION SKILLS

This one day course is for beginners or those wishing to further develop their presentation skills.

LEARNING OUTCOMES

- Plan a short presentation.
- Design a presentation to appeal to different learning styles.
- Present to a group.

This one day course for a maximum of 20 people takes learners through the presentation cycle from planning to more detailed design to actually presenting to a group of their peers. The day aims to build confidence in presenting and to enable learners to develop engaging and effective presentations for the workplace to enhance meetings and support others learning. The content also includes dealing with nerves, developing your own style, matching audience expectations, creating your own resources and working with groups and individuals.

CREATIVE THINKING AND PROBLEM SOLVING

This one day course is for all those who wish to think more creatively to solve problems in the workplace.

LEARNING OUTCOMES

- List different strategies for thinking differently and creatively.
- Identify expressions of creativity in their own life.
- Create an action plan for going back to the workplace.

This one day course for a maximum of 20 people is designed for all those who want to develop new ways of thinking and performing creatively in the workplace. This course identifies barriers to creativity and encourages learners to embrace and nurture their creativity. The difference between artistic flare and creativity is clearly defined and there are many non threatening opportunities to solve problems and try different strategies. The course also includes what creativity means, getting out of a rut and practical applications for the work environment.

WORKING THROUGH CHANGE

A one day course for those wishing to work more effectively with and through change in the workplace.

LEARNING OUTCOMES

- Identify possible reactions to change and their potential impact on people and processes.
- List a range of strategies to help work through change to a positive outcome
- Identify new opportunities that may result from change.

This one day course for a maximum of 20 delegates aims to raise awareness of the importance of managing change effectively to promote positive outcomes for both individuals and organisations. There is a focus on identifying reactions to change and their potential consequences and also the different communication methods needed to assist in the change process. The day will also include key techniques to successfully implement change, the impact of denial in supporting change and the importance of maintaining the momentum.

EFFECTIVE MARKETING AND COMMUNICATION

This one day course is designed to enable learners to employ their marketing efforts effectively and efficiently and further develop their service.

LEARNING OUTCOMES

- State the different aspects of the marketing mix and apply them to their work environment.
- Consider the pro's and con's of different types of marketing communications and how they might be most effective.
- Identify different styles of language and their use in marketing communications.

This one day course for a maximum of 20 people aims to develop an understanding of marketing and its many applications within the healthcare sector. The course includes internal and external marketing and also the importance of marketing and sound management for sustainable and efficient organisations. The day also includes raising an awareness of market research and its uses, effective targeting of potential service users and gives practical examples and ideas about promotion.

SPRING-SUMMER 2009 BOOKING

PLEASE TICK THE WORKSHOPS YOU WISH TO ATTEND

DEVELOPING EFFECTIVE AND CONVINCING BUSINESS CASES

☐ 11 May 09 Birmingham

☐ 19 May 09 Manchester

☐ 2 June 09 London

UNDERSTANDING DATA AND INFORMATION MANAGEMENT

☐ 20 May 09 Manchester

☐ 4 June 09 Birmingham

EFFECTIVE WRITING AND EDITING SKILLS

☐ 13 May 09 London

☐ 16 June 09 Birmingham

CREATING A CONFIDENT PERSONAL IMAGE

☐ 7 July 09 Manchester

☐ 10 September 09 London

CONFIDENT PRESENTATION SKILLS

☐ 8 July 09 Manchester

☐ 16 September 09 London

CREATIVE THINKING AND PROBLEM SOLVING

☐ 23 June 09 Birmingham

☐ 14 July 09 London

WORKING THROUGH CHANGE

☐ 15 May 09 London

☐ 25 June 09 Birmingham

EFFECTIVE MARKETING AND COMMUNICATION

☐ 1 July 09 London

☐ 24 September 09 Manchester

COURSE FEE

£195+VAT PER DELEGATE (VAT £29.25 TOTAL £224.25)

Includes refreshments, lunch and materials.

COURSES START AT 9.30am AND FINISH AT 4pm.

DISCOUNTS 10% discount for EARLY BIRD bookings made before 1 May 2009, 10% discount when booking two or more workshops and 15% reduction for two or more workshops booked before 1 May 2009.

SHARED SERVICES If your invoices are paid by shared services please ensure the correct invoice address and reference numbers are provided.

CANCELLATIONS Cancellations must be in writing two weeks prior to workshop date and will incur an administration charge of £20. We regret that no refunds can be made after this date but we are happy to accept substitute delegates.

NAME

JOB TITLE

ORGANISATION

ADDRESS

POSTCODE

TELEPHONE

EMAIL

☐

EARLY BIRD BOOKING

☐

MULTIPLE WORKSHOP BOOKING

☐

VEGETARIAN OR OTHER DIETARY
REQUIREMENTS (please specify):

☐

INDUCTION LOOP

☐

I do not want to receive further
information from third parties.

☐

WHEELCHAIR OR OTHER ACCESS
REQUIREMENTS (please specify):

PAYMENT DETAILS PLEASE TICK ONE BOX

☐

I ENCLOSE A CHEQUE FOR £
MADE PAYABLE TO CENTREVENTS

PURCHASE ORDER No

☐

I WOULD LIKE TO PAY BY BACS (and will send
remittance advice as payment confirmation)

☐

I REQUIRE AN INVOICE
Address to send invoice to if different from above:

AUTHORISED SIGNATURE

How to Book

ONLINE www.centrevents.co.uk/bookingform.aspx EMAIL info@centrevents.co.uk
POST FORM Centrevents, PO Box 2100, Shoreham by Sea, West Sussex BN43 5UG
ENQUIRIES 020 8922 1135 info@centrevents.co.uk