

One-day workshops for managers

A Personal Development Programme for managers and aspiring managers.

Not everyone is able to commit themselves to a major programme of study due to pressure of work. That's why we have devised a series of one-day workshops to offer you the chance to develop your skills as a manager bit by bit. You may just want to start with one of the following workshops. The workshops cover the following areas:

Time Management

This workshop will provide you with tools to help you to make more effective use of your time. You will also learn techniques for prioritising work as well as how to deal with those inevitable distractions.

Leadership

What are the qualities of a good leader and can they be developed? This workshop will focus on the links between effective leadership style and business performance.

Managing Rapid Change

This workshop will introduce change management in a rapidly altering business environment. It is aimed at supervisors and managers at all levels who are involved in a change process and who want practical tools to be able to deal effectively with the realities of a continually changing commercial environment.

Building a High Performance Team

You know about the value of team building but what makes one team perform better than another? This workshop looks at the characteristics of high performing teams and gives you the tools to improve your team.

Appraisal Skills

Do you sometimes flounder when faced with doing someone's appraisal? Even when the process seems clear, the skills of effective appraisal can be developed to make it a positive experience on both sides.

Delivering Excellent Customer Service

This course will provide you and your staff with the knowledge and skills to delight

your customers. Customers are demanding excellent service and it is this that will differentiate you from your competition. Your staff will develop an action plan for providing the best possible customer service.

Report Writing

Do other people's business plans, proposals and reports always look more polished than yours? This workshop will help you to produce documents that are clear, concise and appropriate to the reader.

Assertiveness Skills

Would you like to raise your level of personal confidence? Do you feel that people sometimes unfairly get the better of you at work? This workshop will give you a set of tools to help build that confidence in yourself.

Effective Presentations

This workshop will help you to develop confidence in your ability to be effective presenting ideas, proposals or projects. It involves using a variety of tools and techniques including PowerPoint.

Finance for Non-Financial Managers

When staff are promoted, the need for an understanding of finance is often neglected. This workshop will introduce you to financial planning to help you work with company accounts, costing for decision making and budgeting. It will demystify some of the terms, give delegates the confidence to ask the finance team for help and answer the questions they never dare ask.

- **Each session is only £180 (VAT exempt) and includes a light lunch**
- **To enrol on these courses today call the College Information Centre on 0845 330 3343 or study@bracknell.ac.uk**

One-day workshops for managers - dates

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Each session is only £180 (VAT exempt) and includes a light lunch

Each session is on a Friday from 09.30 to 16.30 at our new Church Road Campus, Church Road, Bracknell, RG12 1DJ

- **Time Management**

Course Code and Date:

WP1470 05/02/10

- **Leadership**

Course Code and Date:

WP1471 12/02/10

- **Managing Rapid Change**

Course Code and Date:

WP1492 26/02/10

- **Building a High Performance Team**

Course Code and Date:

WP1474 05/03/10

- **Appraisal Skills**

Course Code and Date:

WP1475 12/03/10

- **Delivering Excellent Customer Service**

Course Code and Date:

WP1496 19/03/10

- **Report Writing**

Course Code and Date:

WP1478 26/03/10

- **Assertiveness**

Course Code and Date:

WP1477 23/04/10

- **Effective Presentations**

Course Code and Date:

WP1479 30/04/10

- **Finance for Non-Financial Managers**

Course Code and Date:

WP1495 07/05/10

- To enrol on these courses today call the College Information Centre on 0845 330 3343 or study@bracknell.ac.uk
- To discuss tailoring this programme for you contact the Business Development team on 0844 701 8304 or business@bracknell.ac.uk