



Autumn Training Programme 2011:

You will find below a list of practical, down to earth personal development training to build your skills. There are two sets of courses, those focused on helping build skills for you as an individual, and those aimed at helping build skills for Voluntary Groups. Please feel free to book onto either set of courses however as this is just a guideline for who they might be found most useful by. There are skills that can be gained within all the courses that might be of use to either an individual or a voluntary group depending on their needs.

Courses aimed at Individuals:

→ **Presentation Skills: 8th September 2011**

Do you have an important presentation, meeting or interview coming up and want to make the right impression?

... then contact us today because we'd love to help you present with confidence:

- control your nerves better;
- structure a presentation to help your audience remember more; and
- deliver your next presentation more successfully.

→ **Boost Your Confidence : 15th September 2011**

What confidence is and how to boost yours:

- Rate your confidence levels in different situations
- How to challenge your limiting beliefs
- Finding out about Positive Attitude and practical tips

→ **Assertiveness: 22nd September 2011**

If you ask

'How do I say NO and not feel guilty?'

'How can I stand up to bullies (or one bully in particular)?'

'How can I exert a little more control in situations that are important to me?'

.... then this training is for you. We will help you to develop your assertiveness skills by:

- Getting a better understand the difference between being assertive, aggressive and non-assertive.
- Considering the way in which you respond in different situations.
- Making decisions about the type of response you are going to make in the future

➔ **Conflict Management: 29th September 2011**

Taking a proactive, preventative approach that responds to early signals to prevent situations escalating to direct conflict.

You will gain greater awareness of

- Measures to prevent conflict occurring
- Practical strategies to manage conflict when it occurs

by :

- Increasing your self- awareness
- Noticing the signals
- Responding proactively
- Deciding on the Practical things you can do

➔ **Life Coaching Skills: 6th October 2011**

Life coaching is a powerful personal development technique. Everyone can benefit from a coach; someone who believes in your abilities but can also help you set clear goals towards achieving the life you want. Having helped you to identify these goals, a life coach will help you to prioritise them and encourage you to believe that they really are achievable. You might want to work on your health and fitness, stress management or personal finances, for example, to get where you want.

Learn the tips and tools to develop your life coaching skills through:

- Communication
- How to build rapport
- Learn and use a framework for success



➔ **Becoming Self Employed / Business Start up: 20th October 2011**

Develop your confidence and skills to work for yourself or start a new business with some practical tools and help;

- Thinking about what's involved
- Developing an idea
- How to decide whether your idea could be a viable business

Courses aimed at Voluntary groups:

➔ **Social enterprise – what is it?: 27th October 2011**

Gain a clearer understanding of what social enterprise is and what's involved in setting one up by:

- What social enterprise is
- Charity Trading and social enterprise
- Where to start and what's involved
- The Business Development Journey
- Build an enterprise culture
- Practicalities of setting up a social enterprise

➔ **Feasibility studies: 3rd November 2011**

How to carry out a feasibility study to test the viability of an idea.

The feasibility study focuses on helping answer the essential question of “should we proceed with a project idea?” All activities of the study are directed toward helping answer this question. Determining early that a business idea will not work saves time, money and heartache later. We will help you to do this by focusing on your :

- Social purpose
- Organisation's goals

➔ **Develop a business plan: 10th November 2011**

A business plan will help you manage your organisation ; focus your efforts, save time and energy. Business planning is the journey towards developing a business plan. We invite you to take that journey with us to develop your plan by:

- Looking ahead
- Focus on key points
- Allocate resources
- Prepare for problems and opportunities

→ **Work Smarter: 17th November 2011**

Are you juggling 101 things ?

Working smarter could help you to manage your workload , personal and / business, in the time available to you!

→ **Customer Service for voluntary organisations: 24th November 2011**

What does good customer service mean to you ?

Customer service is an organization's ability to supply their customers' wants and needs.

"excellent customer service is the ability of an organization to constantly and consistently exceed the customer's expectations." ACA Group

Join us to increase the positive impact of your organisation on customers and service users.

→ **Minute Taking Made Simple: 1st December 2011**

Taking good Minutes during a committee or business meeting can be a crucial and a real headache saver. Minute taking is also a skill that is greatly appreciated by employers. We will explore:

- What are Minutes and why have them?
- Ways to improve your minute taking skills.

The Courses will run from 9.30am to 4.30pm and will include a break for lunch. The cost of the courses will be £20 per head for Volunteers & £55 per head for Paid Staff. On these courses we are able to offer a discounted rate for groups bookings, with every third person from your booking able to attend at no extra cost. This offer at this time is unfortunately only for the training detailed on this program.

If you are interested on going on one of the courses that we offer then please contact us or come into our offices at Oban House (address below) to obtain a booking form. Spaces tend to fill up quickly so please book early to ensure that you get a place.

We can be contacted by phone on: 0115 9178080,
By e-mail at: Gareths@vcb.org.uk, or by post at:

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