



Call 0800 112 3034 or 020 8546 5034 for bookings and information

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FROM 2 to 10 in 2010 - LEARN KEYBOARDING IN A DAY

An intensive course designed for students to learn the keyboard quickly using the 'touch-type' technique and thereby achieve the ability to type without looking at the keyboard. Accelerated learning techniques alongside standard typing drills will be used to ensure that all delegates leave this course typing with 10 and not just 2 fingers. Follow up practice exercises will be given to students at the end of the course to aid progression and speed development.

SPEED WRITER'S SURVIVAL KIT

Whether you are a minute taker at meetings or simply want to take notes quicker, this one day course will get you started by showing you how to develop those abbreviations that you already know into a tried and trusted system of speedwriting. This is the ideal course for those who would like to but don't have time to learn shorthand. It is suitable for anyone working in today's fast paced environment who needs to take notes quickly and accurately. It will teach you techniques that are ideal for minute taking, taking a brief from a client or colleague or even taking an accurate telephone message. Follow up practice exercises will be given to students at the end of the course to aid progression by helping students devise their own unique abbreviations and strategies for use in the workplace.

MEETINGS AND MINUTE TAKING

The Meetings and Minute Taking course covers the whole meeting cycle beginning with working with the Chair to create the agenda, to understanding the requirements of differing roles within meetings. This is followed by the purpose, different styles of, and functions of minutes. Practical exercises are included to allow delegates the experience of note taking and then transcribing these into minutes. This course will benefit those new to minute taking and the experienced minute taker alike.

REPORT WRITING

Getting the message across on paper to present a proposal or the results of an investigation in a clear and persuasive form are vital skills for anyone in business particularly if you wish to impress your clients and colleagues. This course will help you to improve your report writing skills. You will learn the steps in report writing plus the layout and format of a report. Practical exercises in report writing are included on this one day course.

BUSINESS WRITING SKILLS

This course will benefit anyone who writes letters, memos, faxes and e-mails as part of their job. It will help anyone who has not received formal training in business writing as well as those who would like refresher training. The course will cover planning techniques, choosing the most appropriate style and language for the type of communication as well as constructions these communications.



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GETTING ORGANISED - Managing Your Time and Information

Anyone who works to tight deadlines needs more control over their workloads. They need to be able to prioritise their tasks and find the information they need quickly. This course will benefit anyone who thinks that “there are never enough hours in a day” and wants to find a common sense approach to time management. This once day course is divided into two sections.

We cover the principles of time management in the morning:

- Planning your workload
- Eliminating time wasters
- Reducing paperwork
- Handling information

The afternoon is dedicated to managing information on the computer through:

- Creating folders in which to store your work
- Naming your work so that it can be found easily
- Using the Search tools in MS Office

TELEPHONE TECHNIQUES

This course is for those who would like to improve their telephone skills. This course will help participants to acquire a confident and friendly telephone manner. Role plays and discussions are used throughout this course.

- Know the key stages of a call (answer, handover, conclude)
- Use your voice and language to sound professional and positive
- Control a call and gain information
- Question and listen effectively
- Know the importance of check-back
- Screen calls, handle the ‘waffler’, ‘long-winded’ or ‘insistent’ caller