

GBC Learning Clients

Below is a list of some of the organisations who have used GBC Learning within the last 2 years.

A2 Housing Group	Guinness World Records	Roffe Swayne
ABN Amro	Hackney Children & Young Peoples Services	Rolls Royce Aero Engines
Air Charter Service	Heritage Lottery Fund	Royal College of Paediatrics
Allianz Insurance	Hertfordshire Police	Royal Garden Hotel
Ambassadors Theatre Group	Home Farm Trust	Royal Holloway, London Uni
Asset Management Group	Honourable Society of the Middle Temple	Royal Horticultural Society
Asthma UK	Horsham District Council	SAB Miller
Bacardi Brands	House of Commons	Salvation Army
Bae Systems	Huf haus	Sanofi Aventis
Bales Worldwide	Jardine Lloyd Thompson	Sayer Vincent
Barclays plc	John Lewis plc	Scott Brownrigg Turner
Barlow Robbins Solicitors	Kirkland & Ellis	SEEDA
BBC	Kone Lifts	Shelter
Bells Solicitors	Lambeth Local Authority	Shilling Communications
Berrymans Lace Mawer	Land & Water	Shipleys
Bloomberg's	Legal & General Assurance	SME Invoice Finance
Breast Cancer Campaign	Lerch Bates	South Thames College
Brent Council	London Chamber of Commerce	Stoneham Housing
British Horse Racing Authority	London East Connexions	Surrey Police
British Red Cross	London School of Economics	Surrey Satellite Technology
British Transport Police	Lovetts PLC	Taxbriefs Ltd
Business Link Surrey	MacMillan Cancer Support	Tearfund
Care International	Menzies Chartered Accountants	Telegraph Media Group
Changing Workplace	Merchant Taylors	Temple Legal
Charlton School	Mero-Schmidlin	The Automobile Association
Church of England	MetroLink Rail	The Cabinet Office
City of London Police	Ministry of Justice	The Forestry Commission
College of Law	Mitsubishi Electric	The Home Office
Cookson Electronics	Monckton Chambers	The Law Society
Daewoo Securities	MS Society	The Observer
Deya Ltd	Nigeria Liquid Natural Gas Co	Tower Hamlets College
Diversified Agency Services	Northern Ireland Water	Tower Hamlets Local Authority
Draycott Hotel	Notting Hill Housing Group	Tozer Seeds
Dolphin Square	OIAHE	Transport for London
DuCane Housing	OTM Consulting	Treloar College
Earlex	Outsights	Turning Point
East London Business Alliance	Penningtons	Veterinary Labs Agency
Echo Research	Penrose Financial	Volvo Construction Equipment
eibe play	Positive Thinking	Waverley Borough Council
Elmbridge Borough Council	Punter Southall	WBB Minerals
Enstar Group	Racecourse Association	White & Sons
Epsom & Ewell Borough Council	Rainbow Trust	White Cube Gallery
Ernst & Young	Repropoint	Wise & Co
Federation of Master Builders	Reuters-Thomson	Woking Borough Council
Foreign & Commonwealth Office	Risk Assurance Management	Worldwide Fund for Nature
Greater London Authority	Roehampton Club	Wunderman

For our terms of business, please see our web site:



Spring/Summer Prospectus

April 2010 to September 2010

Personal Development

Training Programme in London and Guildford

Tel: London 020 7256 6668 Guildford 01483 457997

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GBC Learning - working with you

"A highly trained and motivated workforce will see you through these turbulent economic times. You may have fewer people, and of course they will be busier than ever before, so now they really need new and improved skills - to prioritise, manage themselves and their teams better, and communicate clearly every single time. Give them the tools and they will surprise you!"

Barry Rockhill, GBC Learning

Some FREE Magic Dust!

Start the day with one of our popular Magic Dust breakfast seminars. With a regular programme of seminars in London and Guildford, they are perfect for collecting invaluable tips or sampling our workshop content. **Visit our website** for a list of forthcoming dates and topics.

Customised Learning

Found the right GBC Learning course and want to adapt it for a larger audience, a smaller team or even one-to-one coaching? That's easy when you talk to us. You choose the venue - your office, GBC Learning in Guildford or London, or a neutral business venue for a motivating away day. We'll make sure that it delivers the results you want! **Email us today** to find out more.

Flexible Training Options

With GBC Learning you know your training will be highly practical and energising, designed to match your needs and business goals. Choose from a wide range of flexible options to suit your needs:

- One-to-one coaching
- 'Lunch and Learns'
- Borrow a trainer for a day
- Two hour workouts

Save Money

Save up to £1000 when you book a series of GBC Learning courses, see website for details.

New courses for new challenges

Charles Darwin taught us that we need to adapt to survive. This is especially true in the workplace right now where each person must be open to change in this challenging climate. We have new courses to help.

- ✓ **Cold Calling for Cowards**
- ✓ **Employment Law for Managers**
- ✓ **Managing Poor Performance**
- ✓ **Motivation – Secrets and Strategies**
- ✓ **Professional Personal Presentation**
- ✓ **Computer Training**

FREE Business Guides

Our essential guides have lots of practical time-saving tips, with expert advice that could really make a critical difference to your communications. For your free copy of the GBC Grammar Guide, Email Guide or Guide to Plain English, please go to our website.

HR Healthcheck

HR legislation is a complex, time-consuming and potentially costly minefield. The GBC HR Healthcheck is the answer. A visit from an HR specialist will assess and review your policies and practices. The final report and follow-up meeting shares the findings, recommendations and advice. Full details are on our website www.gbclearning.co.uk

Inspired to Change

All GBC Learning courses are intensely practical with pre-identified objectives, individual action plans, and small workshop groups to meet the specific needs of every individual delegate. "Invest a little to reap a lot" with GBC Learning.

The GBC Learning Promise

Give us a call for free, impartial and up-to-the-minute advice on your organisation's learning needs. Develop your talent, astound your customers, exploit your market opportunities, and transform your business performance.

We'll help you take the fear out of change.

Email enquiries@gbclearning.co.uk, or Telephone London 020 7256 6668, or Guildford 01483 457997

GBC Learning Website

Visit www.gbclearning.co.uk and add us to your "Favourites" to quickly access:

- ✓ Complete course listings
- ✓ Late availability special offers
- ✓ Free downloads and business guides
- ✓ Online booking
- ✓ Our free seminar programme
- ✓ Online grammar and HR quizzes and much, much more!

GBC Learning Guarantee

If you are not entirely satisfied that the course you booked has fulfilled your expectations, or met your realistic objectives, we'll give you your money back - no quibbles!



Train to Gain

Our courses are eligible - are you?

If you are a business employing between 5 and 249 people you can obtain funding for training through the Leadership and Management programme. GBC Learning provides some great training opportunities for senior managers – find out how you can benefit – call today.

London 0207 256 6668

Guildford 01483 457 997

How to Book

Online – www.gbclearning.co.uk

Email – bookings@gbclearning.co.uk

Telephone – London 0207 256 6668
Guildford 01483 457 997

Tailored Learning Solutions

If you have at least four people with the same training need, you'll find it very cost effective to consider running an in-house programme, delivered on your own premises or at a venue arranged by us. GBC Learning offers a full range of tailored, flexible and economic training solutions that are ideal for a wide range of business challenges. Some recent projects are below:

Positive Proof

A tailored programme for the communications arm of a major UK multi-national. Although the team are expert communicators they found that proofreading errors were creeping through. The strategy to address this also provided improved skills in grammar, punctuation and plain English.

Presentation Skills

This company provides IT support for high profile clients but their team of "techies" were not skilled or confident when presenting to clients. They made a demanding audience who are now more articulate communicators in both formal and informal settings.

Managing Absence

Following a very successful pilot training course, we delivered a transforming Absence Management workshop, in English and French, to a group of managers from a large intergovernmental organisation.

Better Business Writing

The Student Services team at a world-famous College in London needed training that would answer questions of grammar, spelling, punctuation, plain English and give them a structure to write emails and letters quickly and accurately. We delivered, they are delighted.

Precise and Authoritative

GBC learning manages and delivers a programme of in-house courses for many divisions within the Police Service, including: Managing Team Performance, Dealing Effectively with Difficult People, Conflict Management, Grammar for Business, Report Writing, Assertiveness, and Negotiation Skills.

And the Buzz is...

Presentation Skills

"Mark Hoskins our Sales Director has asked me to let you know how impressed he was with the Presentation Skills course he and two of our Area Sales Managers attended on 16th. They all really enjoyed the day, got a lot out of it and found the tutor very engaging and honest. So thanks!"

Cathrine Gear, Interpet Ltd

Type in Two Days

'I really enjoyed the course and will recommend this course to friends and colleagues'

Lois Fletcher, Lifelong Learning UK

Finance for Non Financial Managers

'I also wish to mention that I was very impressed with the course delivered by Tony. It enabled me to recap on some things I had almost forgotten and learn new ones in the process. It was a very well balanced course which I will recommend to others when the opportunity arises. Many thanks'

Carmen Sargusingh

International Office, Health Protection Agency

Type in Two Days

'My typing is going really well. I am typing emails now at a reasonable speed and getting quicker each day. I am also beginning to have finger memory, where I am typing the letters without using any brain matter! Thanks for the course. This is going to save me so much time'

Will Mason, Firesystems Ltd

'Didn't feel like a child at school. Felt I could take from it whatever I needed'

Executive PA, EP, Liberal Democrats

Dealing Effectively with Difficult People and Situations

Objectives:

- To understand behaviour and its effects
- To develop communication skills that help deal effectively with situations
- To recognise three different behaviour types
- To be able to deal more confidently with difficult situations so that no one feels a 'loser'

You Will Learn:

- To use your increased understanding of human behaviour and its effects on others
- To utilise specific communication skills that will help control difficult situations
- To identify passive, aggressive and assertive behaviour - and the effect of this behaviour on others
- To adopt a professional and appropriate style of behaviour when handling difficult situations
- Appropriate delegation
- How to handle confrontation

Who Should Attend:

All those who want to be more confident and professional when dealing with difficult 'people' situations at work - customers, colleagues or supervisors.

Details:

Duration: 1 Day

Cost: £325 + VAT

Dates:	14 April 2010	Guildford
	29 June 2010	Guildford
	14 September 2010	Guildford
	18 May 2010	London
	23 July 2010	London

Developing Self-Esteem & Assertiveness

Objectives:

- To understand our right to behave assertively
- To appreciate individual behaviours and characteristics
- To be assertive as and when it is required

You Will Learn:

- To identify your rights and responsibilities within assertiveness
- To identify your own behaviours and those of others
- To make requests in a clear and direct manner
- To refuse requests in a polite but firm manner
- Techniques for assertive behaviour

Who Should Attend:

If you feel that your voice is not being heard or that you are being taken advantage of, the art of assertiveness will give you a range of skills and techniques to communicate more confidently.

Details:

Duration: 1 Day

Cost: £325 + VAT

Dates:	21 April 2010	Guildford
	27 July 2010	Guildford
	27 May 2010	London
	22 September 2010	London

Effective Interpersonal Skills

Objectives:

- To identify your individual interpersonal skills
- To show the difference between assertiveness and aggression
- To improve working relationships
- To develop skills in influencing people
- To initiate an action plan for change

You Will Learn:

- What interpersonal skills really are
- The importance of first impressions
- How assertive you are
- Behavioural styles
- Better communication skills
- Five steps to successful change
- Giving and taking criticism without offence

Who Should Attend:

This course is for team members whose performance would be enhanced by improving the way they communicate with colleagues at all levels.

Details:

Duration: 1 Day

Cost: £325 + VAT

Dates:	9 April 2010	Guildford
	15 June 2010	Guildford
	6 August 2010	Guildford
	20 May 2010	London
	22 July 2010	London
	28 September 2010	London

Time Management – A Practical Guide

Objectives:

- To effectively plan and confidently prioritise your work load to ensure your own and your manager's objectives are achieved
- To eliminate or reduce time-stealers
- To deal effectively with paperwork
- To plan ahead to enable deadlines to be met
- To identify the difference between proactive and reactive working.
- To understand how the way you approach work will impact on your ability to manage your working day
- To identify tasks which can be delegated and how to delegate effectively
- To minimise those situations that may lead to stress

You Will Learn:

- Different approaches to managing time
- To take an objective look at how you spend your time at work
- To prioritise effectively
- How to establish short and long term goals to achieve results
- To be aware of your own style in dealing with work and how this helps you to manage yourself more effectively
- To delegate effectively

Who Should Attend:

Getting the most from your day is a skill required at every level. If you are not maximising on the use of your time, then this course will provide enormous help. It is practical, hands on and will help create that feeling of being in control.

Details:

Duration: 1 Day

Cost: £325 + VAT

Dates:	12 May 2010	Guildford
	25 August 2010	Guildford
	7 July 2010	London
	29 September 2010	London

Creative Thinker and Problem Solver

Objectives:

- To think from a different perspective when resolving your problems
- To be able to analyse the nature of the problem more clearly
- To develop innovative and creative thinking skills
- To be able to put those strategies into practice in a realistic way
- To learn how to use the techniques to help you and your colleagues be more effective in your lateral thinking process

You Will Learn:

- Characteristics of a successful problem solver
- To recognise obstacles to creativity
- How the brain works
- To identify the real problem
- Ways to generate solutions
- How to use the 6 stage problem solving model
- The decision making model
- About brainstorming
- About Tony Buzan Mind mapping
- Silent storming
- Thought association
- To make effective use of your own and colleagues' creative thinking skills
- Ways to create the right environment for others to work together
- About using silent storming to lead innovative and creative problem solving sessions
- To understand how to present your ideas to secure the buy in of others

Who Should Attend:

Those who are required to deal with day to day and more complex problems. If you would like to increase your innovation and creative thinking ability. If you would like to lead your team effectively in a problem solving session.

Details:

Duration: 1 Day

Cost: £325 + VAT

Dates: 6 May 2010	Guildford
21 July 2010	Guildford
7 June 2010	London
13 September 2010	London



Raise your Profile – Make an Impact

Objectives:

- To think about your personal impact, assess your own social style and how you communicate with others
- It will help you improve on interpersonal relationships
- Network more effectively
- You will identify ways to develop your visibility further and to present yourself effectively
- Make the most of opportunities at times when your career is in transition

You Will Learn:

- To define the behavioural styles - how do others perceive you?
- Awareness of body language and tone of voice
- To adopt appropriate body language and tone to be consistent in the message you want to portray
- What the different social styles are and which is your preferred
- How you can adapt to gain the most from your communication
- How to be more effective when communicating with others in a different style
- To present yourself effectively
- To present your point of view
- How to network effectively
- How to be more visible when attending meetings
- To get involved successfully
- To define your career drivers
- Your strengths and developmental areas
- To create the right impression at interviews
- How to prepare for competency based questions

Who Should Attend:

Those who would like to assess their current impact on others. If you are looking to increase your profile and visibility within the workplace. If you would like to develop your self awareness of how you are perceived. It is ideal for any individual thinking of their career and how to achieve the best they can.

Details:

Duration: 1 Day **Cost:** £325 + VAT

Dates: 6 July 2010	Guildford
21 September 2010	Guildford
17 May 2010	London
3 August 2010	London

Professional Personal Presentation

Objectives:

- To recognise how powerful your image is
- To understand the impact that colour can have on your confidence and style
- To learn to dress with authority
- To be able to plan a capsule wardrobe
- To appreciate which styles will flatter your shape

You Will Learn:

- How others interpret your image
- How to dress appropriately for your role
- Adding style
- Why colour can make such a difference
- How to wear colour
- 'Clothing personality'
- How to project more authority with your clothing
- The importance of grooming in and out of the workplace
- Easy day-to-evening wear
- Accessories
- Clothing shapes to suit you

Who Should Attend:

Confidence is the crucial ingredient in affecting how well we communicate. The more confident we feel, the better we perform. One of the best ways to build confidence from the start is to make sure we dress with authority. This training is perfect for anyone who feels they would benefit from individual guidance on how to dress to their best advantage.

Details:

Duration: Half-day

Cost: £225 + VAT

Dates: 22 April 2010	Guildford
11 August 2010	Guildford
11 June 2010	London
8 September 2010	London

Report Writing

Objectives:

- To learn essential grammar points
- To express yourself using plain English
- To use the appropriate report format
- To understand the functions and the components of a report
- To revise and correct the first draft efficiently

You Will Learn:

- The key principles of grammar, punctuation and spelling for use in a report
- How to choose the correct style, tone and level of vocabulary
- The effective use of plain English
- To clearly define the purpose of the report
- To choose the message you wish to communicate
- To develop a report outline quickly and efficiently
- To prepare the first draft
- The best way of revising your first draft

Who Should Attend:

Formal reports to be read by a wide audience, or informal reports for internal purposes, must be professionally written if they are to have impact. Managers and team members responsible for producing reports will find this day invaluable.

Details:

Duration: 1 Day

Cost: £325 + VAT

Dates:	21 May 2010	Guildford
	10 August 2010	Guildford
	16 June 2010	London
	14 September 2010	London

Speak Clearly – Be Heard

Objectives:

- To be able to articulate more clearly
- To learn breathing techniques that improve the quality of your speech
- To understand the effect posture has on speaking clearly
- Be more confident in your use of emphasis and inflection
- To identify problem words and phrases and learn how to pronounce them correctly

You Will Learn:

- Some basics on the voice and how it works
- The physical aspects of using your voice
- Breath – the vital fuel for your voice
- Pronunciation – the principles
- How to articulate properly
- Exercises on using inflection, emphasis and intonation
- The effect of your voice on other people
- To identify problem words and phrases and to learn how to say them correctly
- Practical exercises on making your voice firmer, fuller and more flowing
- What's needed to break long established habits
- How to practise back in the 'real world'
- To practise via a follow-up mentoring session

Who Should Attend:

This course has been designed specifically for people who feel their voice is not being heard properly. This can be for a variety of reasons: English may not be your first language, you may have a strong accent or you don't speak as clearly as you'd like to. If you'd like to be heard, this course is for you.

Details:

Duration: 1 Day

Cost: £325 + VAT

Dates:	8 July 2010	Guildford
	23 September 2010	Guildford
	21 May 2010	London
	2 August 2010	London

Technical Report Writing

Objectives:

- To produce technical reports that are clear, concise and effective
- To adopt a systematic approach to purpose, structure and layout
- To adopt practical techniques for organising information
- To use plain English and correct punctuation
- To use references, appendices, figures and graphics effectively
- To develop a professional approach

You Will Learn:

- To overcome the barriers to communication through the written word
- The importance of readability
- Techniques for organising and analysing information
- To get the brief right and understand the benefits of planning
- How to deal with abstracts and summaries
- Key tips on punctuation, essential grammar and the use of plain English
- How to foster clarity and brevity, and identify your 'voice'
- The standards and conventions of business English and the role of house style
- To explore techniques for revising, proofreading and editing

Who Should Attend:

Technical reports are aimed at a demanding audience and writing them can be a challenge. This course is for anyone producing such reports and who needs to develop a more professional approach. Learning is practical and interactive and delegates benefit from direct feedback through peer review.

Details:

Duration: 1 Day

Cost: £325 + VAT

Dates:	7 May 2010	Guildford
	7 September 2010	Guildford
	1 July 2010	London

Better Business Writing

Objectives:

- To learn the basics of grammar, spelling and punctuation as they apply to business letters
- To express yourself persuasively using plain English
- To set the right tone
- To produce your first draft quickly
- To write letters that get results

You Will Learn:

- The essential rules of grammar, punctuation and spelling
- To find and adopt the right tone and style
- To ensure the 'look' is right
- The way to plan and sequence a letter
- Writing for results
- To improve the readability of your letters

Who Should Attend:

This programme is ideal for individuals who would like to improve their skills in the following areas: business grammar, spelling, punctuation, using plain English and above all structuring business letters.

Details:

Duration: 1 Day

Cost: £325 + VAT

Dates:	7 April 2010	Guildford
	2 June 2010	Guildford
	2 August 2010	Guildford
	5 May 2010	London
	6 July 2010	London
	1 September 2010	London

Grammar for Business

Objectives:

- To learn or re-learn grammar principles and how they influence your business writing
- To appreciate the importance of correct punctuation
- To improve the directness of your writing
- To get the best from plain English usage

You Will Learn:

- The right way to use nouns, verbs, adjectives, adverbs and prepositions among other English basics
- To write sentences correctly
- To use punctuation effectively
- To improve your spelling
- To adopt a more direct form of writing
- To write more clearly

Who Should Attend:

If you feel unconfident about your grammar and are concerned that it may be undermining the quality of your message, then this course is designed for you. The combination of learning and fun ensures your written communications can be sent out with confidence.

Details:

Duration: 1 Day

Cost: £325 + VAT

Dates:		
7 May 2010		Guildford
1 July 2010		Guildford
3 September 2010		Guildford
9 April 2010		London
4 June 2010		London
4 August 2010		London

Proofreading Techniques

Objectives:

- To clarify individual proofreading problems
- To set goals and how to reach them
- To speed up the process and improve accuracy
- To learn about readability
- To become a more 'direct' writer

You Will Learn:

- About proofreading and copy editing
- To make proofreading less boring
- To proofread more quickly
- About proofreading marks
- How to design a style sheet
- Key grammar points
- How to use plain English to improve readability

Who Should Attend:

As the importance of accuracy in business documents of all types increases, the need to check properly becomes crucial. This course provides individuals with responsibility for writing or checking detailed documents with a range of skills and strategies to ensure it is done with maximum efficiency.

Details:

Duration: 1 Day

Cost: £325 + VAT

Dates:		
15 April 2010		Guildford
10 June 2010		Guildford
8 September 2010		Guildford
12 May 2010		London
29 July 2010		London

Presentation Skills

Objectives:

- To overcome the natural fear of speaking to a group
- To understand and gain the non-verbal skills all good speakers need
- To recognise how verbal language influences listeners
- To write a presentation that people remember
- To deliver an effective short presentation

You Will Learn:

- Strategies to deal with anxiety
- The impact of non verbal language
- To make the listener feel special – as if they are the only one you are speaking to
- The way to plan, organise and structure a presentation
- The best way to use visual aids
- The skills involved in delivering a short but effective presentation
- How to answer questions afterwards

Who Should Attend:

This is an intensive practical course that will provide individuals at any level with the tools to deliver effective, and listened to, presentations.

Details:

Duration: 1 Day

Cost: £325 + VAT

Dates:		
13 April 2010		Guildford
8 June 2010		Guildford
10 September 2010		Guildford
2 July 2010		London
6 August 2010		London

NLP for Business – Making the Difference

Objectives:

- Know why you do what you do
- How to create more of what you're excellent at
- Understand why others do what they do even when it doesn't make sense
- Understand how NLP can improve your sales process and presentation skills
- Create relationships based on trust and respect
- Adapt your communication style to influence and persuade with integrity
- Be effective at dealing with seemingly 'difficult' people
- Create compelling, motivating and resourcefully effective mental and emotional states anytime

You Will Learn:

- Neuro Linguistic Programming – the science of achievement and how it will benefit you
- Why do I do what I do?
- Why do others do what they do?
- What is so positive about the negatives and how I can use them to create a better me
- What can I do differently to make a difference to the way I feel and act?
- The tricks and secrets of using my mind for a change
- How can I deepen and improve the relationships I have and make new ones more easily?
- How can I create winning teams and understand how to influence individuals within the teams?
- Discovering my personal strength and those of others
- Finding out how I can communicate to different people easily
- Knowing why I thought people were difficult and how I can communicate with them so much more easily
- Planning from the future backwards

Who Should Attend:

People who need to influence, persuade, build strong effective and lasting relationships and have a need to understand why they do what they do and how to make the best of themselves and others.

Details:

Duration: 1 Day **Cost:** £325 + VAT

Dates:		
16 June 2010		Guildford
29 September 2010		Guildford
14 April 2010		London
21 July 2010		London

Motivation - Secrets and Strategies



Objectives:

- To link motivation with high performance and effective management
- To use coaching as a way of improving motivation
- To increase your understanding of possible motivators over and above financial incentives
- To gain the knowledge of tools which help to clarify expectations
- To learn how to give your staff a feeling of control, involvement and enthusiasm
- To plan actions which can lead the way out of poor morale and motivation

You Will Learn:

- Why motivating staff is important
- Motivation as part of Effective Management
- Coaching as a communication style
- Coaching as a tool to motivate
- Motivation models and strategies
- How to clarify expectations
- A range of practice tools which help to improve motivation
- How to start now? – action planning your way out of poor motivation
- How to create an action plan

Who Should Attend:

This course is for everyone who feels that their team needs to be more motivated and engaged. Lack of motivation can have varied causes – ranging from uncertainties in the economic climate to personal reasons. In any case it is important that your staff are positive and that morale is high in order to ensure performance is not affected. You will have practiced a set of tools which help you to find out what action needs to be taken.

Details:

Duration: 1 Day

Cost: £325 + VAT

Dates: 25 May 2010	Guildford
9 September 2010	Guildford
20 July 2010	London



Finance for Non-Financial Managers

Objectives:

- To understand the financial documents you meet in your daily work
- Know how finance affects business decisions
- Understand the key elements of company accounts
- To prepare a budget and monitor it

You Will Learn:

- An understanding of the key financial statements used in a business – cash flow, balance sheet, profit and loss account
- How financial information is used internally and externally
- Commonly used terms and conventions
- How finance affects decisions and company goals

Who Should Attend:

Managers and administrators who work with financial information and would benefit from a better understanding of terms and conventions. People who need to improve their ability to read and understand financial documents.

Details:

Duration: 1 Day

Cost: £325 + VAT

Dates: 27 April 2010	Guildford
13 July 2010	Guildford
15 June 2010	London
23 September 2010	London

Managing People Effectively

Objectives:

- To deal with the changes when you become a manager
- To learn to delegate effectively
- To understand the process of training and integrating new staff
- To acquire the habits of effective leaders
- To handle difficult people and situations

You Will Learn:

- How to add to your personal credibility as a manager
- The skills to get the job done
- The way to empower the people reporting to you
- Effective delegation
- Leadership skills and in particular how to motivate people
- To develop a personal action plan to assist change

Who Should Attend:

Those who manage people but who have not been formally trained or who would like a refresher in the techniques that get results.

Details:

Duration: 1 Day

Cost: £325 + VAT

Dates: 26 May 2010	Guildford
12 August 2010	Guildford
20 April 2010	London
8 June 2010	London
21 September 2010	London

Managing Poor Performance



Objectives:

- To recognise the impact of poor performance on all elements of the organisation and the importance of dealing with these
- To understand the key skills required to manage performance – both in raising performance standards and ultimately taking disciplinary action if necessary
- To build confidence in dealing with poor performers through understanding the tools available and legal implications

You Will Learn:

- Why poor performance has such an impact
- How to identify different standards in performance
- How to improve the self-awareness of your team using effective feedback
- A straightforward framework for performance management
- Assessing Performance
- Effective Feedback
- About motivation
- Setting Objectives
- SMART Objectives
- Initiating Disciplinary Action
- Action Planning

Who Should Attend:

Any managers who are responsible for the performance management of individuals or teams. It is particularly suitable for a manager or supervisor who has, or is, experiencing difficulties with employees and their performance, or who feel they could be doing better.

Details:

Duration: 1 Day

Cost: £325 + VAT

Dates:	15 June 2010	Guildford
	30 September 2010	Guildford
	11 May 2010	London
	13 July 2010	London

Distance Management – Virtual and Remote Teams

Objectives:

- Understand the managerial issues unique to remote teams
- Maximise performance in a virtual environment
- Understand how to ensure that individual remote staff members operate as a team
- Understand the impact of distance on communication
- Appreciate the role of cultural differences

You Will Learn:

- How to build and maintain relationships
- The difference between face-to-face and distant relationships
- About the tools that can help you
- How to manage expectations
- Characteristics of success - teams, leaders, organisations
- How technology can help productivity
- When to use what technology

Who Should Attend:

This course is suitable for anyone who is seeking to enhance their remote managerial and team leading skills. It will help all those who are already managing virtual teams and need further direction. It will also help managers who will shortly be placed in a position where remote managing will form an integral part of their job.

Details:

Duration: 1 Day

Cost: £325 + VAT

Dates:	8 June 2010	Guildford
	7 April 2010	London
	20 September 2010	London

Project Management – An Introduction

Objectives:

- To provide an introduction to the principles of Project Management
- To describe in a readily understandable way how projects should be managed

You Will Learn:

- Project Management Principles
 - What is a project?
 - Benefits of Project Management
 - The lifecycle of a project
 - Key principles for success
 - Understanding why projects fail
 - Tools of Project Management
- Planning and Organising a Project
 - Writing a project charter (PID) and a project goal
 - Identifying stakeholders
 - Producing key documentation
 - Defining tasks and durations and understanding critical path analysis
- Project Handover, Closure and Review
 - Close-out procedure
 - Importance of lessons learned

Who Should Attend:

Project managers, team leaders and business people about to be involved in managing, or overseeing, a project or process will find this introduction course invaluable. No prior knowledge of project management is assumed.

Details:

Duration: 1 Day

Cost: £325 + VAT

Dates:	9 June 2010	Guildford
	22 September 2010	Guildford
	28 April 2010	London
	30 July 2010	London

Newly Appointed Manager

Objectives:

- To understand roles and responsibilities
- To appreciate the skills needed to motivate and get the best from the team
- Effective communication
- Effective delegation and feedback

You Will Learn:

- What your role is
- Your responsibilities
- To set SMART objectives
- How to get the best from your team
- Effective ways to handle staff positively
- Motivation
- Delegation
- Feedback – giving and receiving
- Communication and listening skills
- Assertiveness

Who Should Attend:

This course is specifically for those who have just been promoted or are about to be promoted to their first, or possibly second, line management role.

Details:

Duration: 1 Day

Cost: £325 + VAT

Dates:	18 May 2010	Guildford
	4 August 2010	Guildford
	10 June 2010	London
	2 September 2010	London

Supervisory Skills

Objectives:

- To establish or enhance your credibility as a supervisor
- To learn to listen properly
- To understand effective delegation techniques
- To get the results you know your team are capable of

You Will Learn:

- To make the transition to the supervisory role
- How to delegate
- To make decisions
- An introduction to induction and the training of new staff
- How to motivate
- To deal with negative attitudes
- To build a positive work environment

Who Should Attend:

Supervisors and managers who have been in the role for a short time and who would like to improve their managing, delegation and leadership skills.

Details:

Duration: 1 Day

Cost: £325 + VAT

Dates: 27 May 2010	Guildford
26 August 2010	Guildford
17 June 2010	London
17 September 2010	London



Train the Trainer – Fast Track

Objectives:

- To understand more about how adults learn – and how this impacts on our design and delivery of training programmes
- To gain strategies for writing effective training courses and sessions
- To recognise the characteristics of effective trainers – and use them to best effect
- To be more confident in your ability to deliver an effective training course

You Will Learn:

- How adults learn and the four learning styles
- How to incorporate each into the training environment
- Accelerated learning – what is it – why is it relevant to trainers?
- How to set and write SMART objectives
- What activities will help the learner absorb key information?
- The importance of timings for each building block
- How we can make our training 'come alive' with visual aids
- Strategies to overcome nerves – some practical tips
- A few ideas to help deal with 'tricky' participants
- How to evaluate training

A key element in this training is the opportunity to deliver a five minute training course.

Who Should Attend:

Any member of staff who now has the responsibility to train others in the workplace. It also acts as a 'refresher' for experienced trainers looking to update and enhance their skills in a very 'hands on' environment.

Details:

Duration: 1 Day

Cost: £325 + VAT

Dates: 23 June 2010	Guildford
8 September 2010	Guildford
13 May 2010	London
27 July 2010	London



Data Protection – Understanding the Law

Objectives:

- To understand the importance of complying with data protection laws
- To understand the implications of non-compliance
- To understand the main principles of data protection law
- To understand the main steps to data protection compliance

You Will Learn:

- About the types of personal data covered by data protection laws
- What data protection law means for you
- What types of data you are required to disclose to individuals
- How to handle employee information legally
- How to market by email legally
- About the steps you can take to ensure compliance with data protection laws
- Principles of the Freedom of Information Act

Who Should Attend:

Individuals who deal with personal data at work will benefit greatly from gaining a clear understanding of the requirements of data protection laws and an understanding of the main compliance steps.

Details:

Duration: 1 Day

Cost: £325 + VAT

Dates: 3 June 2010	Guildford
15 September 2010	Guildford
19 May 2010	London
18 August 2010	London

Employment Law for Managers



Objectives:

- To understand the key Employment Acts and Legislation that are relevant to their business
- To have knowledge of real-life examples of Employment Tribunals and the consequences of failing to adhere to employment legislation
- To understand how Employment Law can offer practical solutions with real business benefits
- To be able to audit company policies to ensure that they are in line with the law

You Will Learn:

- Why Employment Law is important
- What the impact is of getting it wrong
- What the main pieces of legislation are that govern the employer or line manager
- Discrimination in the workplace
- How to make sure that my team do not overstep the line between office banter and discrimination
- Whether your recruitment procedure meet discrimination legislation
- About bullying and harassment at work
- The fundamentals of grievance, discipline and dismissal
- The difference between an appeal and a grievance
- When you can legally dismiss a member of staff?
- Ways to manage absence at work
- To use return to work interviews to reduce absenteeism

Who Should Attend:

This course is for managers and professionals who wish to improve their knowledge of Employment Law and its relevance to business. Employment law is changing all the time and it is as important for small and medium size companies to be aware of these changes as it is for large companies. Employment law can be an intimidating subject and this course aims to dispel any myths or fears about employment law and help managers to understand how it can support them in making efficiencies and implementing new policies in the workplace.

Details:

Duration: 1 Day **Cost:** £325 + VAT

Dates: 19 May 2010	Guildford
28 September 2010	Guildford
27 April 2010	London
8 July 2010	London

Extraordinary Customer Service

Objectives:

- To inspire a service culture where professionalism and enthusiasm are fused together
- To build on existing capabilities and re-focus attitudes and skills to meet current and future challenges
- To know what comprises an extraordinary service attitude and approach
- To develop skills in communication and behavioural flexibility - dealing with different people and challenging situations
- To enhance complaint handling skills - how to turn around upset clients successfully

You Will Learn:

- Why service should be extraordinary
- Who are your customers?
- The internal customer
- Perception – how do people see us?
- Attitude – there is nothing so contagious as enthusiasm
- Telephone essentials and specific vocabulary
- Questioning skills and building rapport
- Four POWER points for astonishing influence and impact

- Complaints and why they are gifts
- How to deal with difficult people, angry customers, screamers!
- Recovery strategies when things go wrong
- The four levels of service used by all top service providers
- The Five Commandments of Service Superstars - the traits that make superstars!

Who Should Attend:

The course is for people new to customer service or those who need an injection of fresh ideas. The purpose of this training is to help define service levels and to provide the skills to deliver a world class level of customer service.

Details:

Duration: 1 Day

Cost: £325 + VAT

Dates: 26 May 2010	Guildford
7 September 2010	Guildford
29 April 2010	London
30 June 2010	London



Negotiation Skills

Objectives:

- To explore individual attitudes toward negotiation
- To understand what makes us bad negotiators
- To develop strategies to be better negotiators
- To start getting the outcomes we want
- To spot the pitfalls present in any negotiation situation
- To write a plan for change

You Will Learn:

- Your real attitudes to negotiating
- Who the best negotiators are and why
- The worst thing a negotiator can do
- How to prepare properly
- The negotiator's most useful question
- Whether seeing is believing
- The most important single principle of negotiating

Who Should Attend:

The course has been specifically designed for people negotiating on behalf of their organisation with external suppliers. The principles behind it apply, however, to negotiation at any level.

Details:

Duration: 1 Day

Cost: £325 + VAT

Dates:	11 May 2010	Guildford
	15 September 2010	Guildford
	14 July 2010	London

Event Management – The Next Step

Objectives:

- To be able to set clear event aims and objectives
- To know how to design and create your event
- Learn how to effectively promote your event
- To manage your event budgets
- To design your event programme
- To be able to assess and evaluate your chosen venue
- To know how to design and plan your site
- To produce and theme your event
- To know how to risk assess and manage basic health and safety at your event
- To effectively evaluate your event

You Will Learn:

- About the world of events
- The event planning process
- Purpose: reasons for the event
- About presentation: event design and creation
- The skills of event planning: what do you need to do to deliver your event - plans, budgets, services
- Event venue evaluation
- How to promote your event effectively
- Designing your event programmes
- Participation: involving your audience
- Event production: co-ordinating the delivery of your event, operational plans, risk and fire assessments, event health and safety
- New people skills: know your audience, event team management, key event management skills
- How to evaluate an event
- Review of practical tips to take back to the workplace

Who Should Attend:

Designed as a follow-on from the introduction to event management seminar, this course is for those people with some event management experience and is designed to give organisers of business events, such as conferences, corporate hospitality, product launches, dinners, awards, exhibitions, team building, reward and appreciation events, the essential tools to deliver high quality event experiences time and time again.

Details:

Duration: 1 Day **Cost:** £325 + VAT

Dates:	16 June 2010	Guildford
	22 September 2010	Guildford
	15 April 2010	London
	17 August 2010	London

Cold Calling for Cowards

Objectives:

- To learn how to prepare and open the call
- To learn how to grab attention
- To learn how to ask the right questions
- To understand how to use your voice to maximum effect
- To understand how to prepare for success and stay positive
- To learn How to monitor results and re-direct your effort
- Ways to improve your conversion rates
- To understand how to effectively handle any doubts or objections
- To learn To deal with difficult secretaries/people
- To learn Closing techniques that work

You Will Learn:

- About the telephone as a medium for success
- To deal with communication challenges – making the phone your friend
- How to ask the right questions
- To making the most of their answers!
- Critical preparation factors
- Know your prospect – your vital ammunition!
- Preparing your calling environment
- How to get through to your 'target'
- Voice dynamics – inflection, emphasis, vocabulary
- The best ways to Handle doubts, objections & indecisiveness
- How to overcome caution or specific objections
- The ways to sell the firm, the appointment, the product or service
- What to do when you cannot get through?
- After the call...professional follow-up
- To maintain a positive attitude

Who Should Attend:

Cold calling is part of the marketing mix and some people love it and others hate it. But can you learn the art and be successful at it? The answer is definitely yes! We cannot teach you to love it, but we can show you how to be professionally effective and get better results. Of course it helps to love the phone, and you can learn to enjoy it by developing the right mental approach and by reaping the rewards of successful outcomes!

Details:

Duration: 1 Day **Cost:** £325 + VAT

Dates:	10 June 2010	Guildford
	30 September 2010	Guildford
	16 April 2010	London
	10 August 2010	London



Event Management – An Introduction

Objectives:

- Have an understanding of the event management industry and the different types of events that you may have to manage
- Understand what makes an event successful
- Know what skills and qualities an effective event manager needs
- Be able to put together a plan for your event, detailing critical actions and resource requirements
- Be aware of how to identify and log your event risks
- Understand how to develop and manage an event budget
- Have some ideas on how to market an event
- Know how to assess venues and organise suppliers

You Will Learn:

- What is an event?
- The key principles for successful events
- The skills and qualities of the Event Manager
- Mistakes to avoid, triumphs and tips
- To define your brief - understanding the objectives of the event and its target audience
- To produce an event plan
- About venue selection
- How to produce a budget
- To identify and mitigate risks
- The need for good record keeping
- How to work with suppliers
- Ideas for marketing
- On the day of the event – your role
- Evaluating and reviewing the event

Who Should Attend:

This workshop is designed for those who need to organise internal and external events including client functions, meetings, conferences, training sessions and team away-days.

Details:

Duration: 1 Day Cost: £325 + VAT

Dates:	20 May 2010	Guildford
	21 July 2010	Guildford
	23 September 2010	Guildford
	22 April 2010	London
	22 July 2010	London
	24 August 2010	London

Executive PA – Developing Your Role

Objectives:

- To identify the role of the PA in an increasingly changing business environment
- To enhance team performance and manage your own and your manager's time effectively
- To anticipate others' needs and identify areas for improvement
- To use your initiative and take on increased responsibility
- To make decisions and solve problems

You Will Learn:

- How the role of the PA is changing
- To understand the role of management
- To think more like a manager – anticipating needs and easing the pressure
- To focus on team and organisational goals – and recognise the role you play in achieving them
- Time management tips to keep you in control
- How to educate your key colleagues
- How to solve problems and make decisions – and have confidence to do so

Who Should Attend:

This programme is for PAs and secretaries who wish to, and know they can, develop their role to increase their contribution to their organisation.

Details:

Duration: 1 Day

Cost: £325 + VAT

Dates:	13 May 2010	Guildford
	3 August 2010	Guildford
	24 June 2010	London
	15 September 2010	London

Minute Taking – A Practical Guide

Objectives:

- To reduce the time it takes to produce accurate minutes with confidence
- To work effectively with the chairperson to prepare the meeting and agenda
- To identify and overcome barriers to listening during meetings
- To learn note-taking techniques that work
- To identify and capture the key points of a discussion
- To use these skills to produce accurate minutes confidently

You Will Learn:

- To organise agendas
- To prepare for the meeting
- To understand what makes a successful meeting
- Why minutes are important
- Strategies to develop critical listening skills
- How to identify key points
- How to take notes accurately
- Best ways of writing up the minutes and converting notes to text

Who Should Attend:

This course is ideal for those responsible for recording minutes of formal meetings as well as a record of informal meetings.

Details:

Duration: 1 Day

Cost: £325 + VAT

Dates:	11 May 2010	Guildford
	14 July 2010	Guildford
	16 September 2010	Guildford
	8 April 2010	London
	1 June 2010	London
	29 September 2010	London



Professional Receptionist

Objectives:

- To understand the importance of the receptionist's role
- To learn how to make a first impression people remember
- To review best telephone practice
- To develop strategies for dealing with difficult people and situations

You Will Learn:

- To adopt appropriate telephone techniques
- To receive visitors professionally
- To direct calls correctly
- To deal with difficult people and situations
- To improve personal effectiveness

Who Should Attend:

Staff who are representing the company in a front line reception position, or who are asked to deputise in this important role from time to time.

Important: this course is limited to 6 delegates to ensure maximum benefit.

Details:

Duration: 1 Day

Cost: £325 + VAT

Dates: 29 April 2010	Guildford
29 July 2010	Guildford
3 June 2010	London
30 September 2010	London

Speed Writing

Objectives:

- To be able to take notes and/or minutes using speedwriting techniques
- To take telephone or other messages quickly and accurately
- To learn and use strategies to further build your speed

You Will Learn:

- What is speed writing and why it's useful
- Some basic speedwriting rules
- Useful abbreviations
- Shortcuts and handy hints
- How to take notes
- Techniques to build your speed
- How to develop your own unique abbreviations
- Strategies for building speed back at work

Who Should Attend:

Anyone working in today's fast paced environment who needs to take notes quickly and accurately. Ideal for minute taking, taking a brief from a client or colleague or even taking an accurate telephone message. A real alternative to shorthand.

Details:

Duration: 1/2 Day

Cost: £225 + VAT

Dates: 27 April 2010	Guildford
19 August 2010	Guildford
25 June 2010	London
24 September 2010	London

Type in Two Days – Accelerated Learning

The average two finger typist keys in at about 15 words a minute. A competent touch typist would easily achieve over 60 words a minute. Simple arithmetic tells you that someone keyboarding for an hour a day could save between 15 and 20 DAYS (yes days!) a year, simply by increasing from 15 words to 30 words a minute.

Objectives:

- To explain how accelerated learning works and how it will be used to teach you to touch type – fast
- To overcome your barriers to learning this essential skill
- To have you touch typing (ie not looking at the keyboard) all the letters of the alphabet within two days
- To build your speed to the maximum you can achieve within the time allowed
- To give you the strategies and the tools to further build your speed once you return to work

You Will Learn:

- How to sit properly when typing to help avoid RSI and back pain
- The correct fingers to use for each letter of the alphabet
- How to get rid of your existing bad habits
- The strategies needed to build up your typing speed
- How to practise once you return to your place of work and at home
- To type properly!

Who Should Attend:

This course is for everyone who is frustrated by how long it takes to type an email, letter or report. If you believe that it takes too long to learn to type properly, then this course is for you.

Details:

Duration: 2 Days **Cost:** £395 + VAT

Dates: 13 & 20 May 2010	Guildford
15 & 22 July 2010	Guildford
9 & 16 September 2010	Guildford
27 & 28 April 2010	London
2 & 3 June 2010	London
27 & 28 September 2010	London

Telephone Technique

Objectives:

- To acquire a confident and friendly telephone manner
- To learn what to say and what NOT to say
- To gain effective listening skills
- To deal with awkward situations
- To adopt ways of taking and passing on messages in a professional way

You Will Learn:

- Improved communication skills
- The importance of voice and attitude
- Listening skills and questioning techniques
- To sound confident and helpful
- To understand the caller's needs
- To handle awkward calls
- To take messages
- To hand over and re-route a call

Who Should Attend:

All staff who would like to improve their telephone communication skills, but in particular those who use the telephone as an important part of their job.

Important: this course is limited to 6 delegates to ensure maximum benefit.

Details:

Duration: 1 Day

Cost: £325 + VAT

Dates: 27 May 2010	Guildford
12 August 2010	Guildford
18 June 2010	London
16 September 2010	London

Computer Training Courses



We are delighted to offer one day training courses in the main Microsoft Office applications. A summary of our open course programme is below.

We don't have enough room in this prospectus to provide each course programme - but you can find full details on our websites.

Please go to:

Guildford: www.gbclearning.co.uk

London: www.pitmanlondon.co.uk/gbclearning

Access 2003 Level 1

Suitable for anyone who is new to Access or who would like a refresher before moving to a higher level.

Details:

Duration: 1 Day **Cost:** £195 +VAT

Dates:	4 May 2010	Guildford
	13 July 2010	Guildford
	1 September 2010	Guildford

Access 2003 Level 2

To get most from this course you should be confident in your Access Skills. This course is ideal for anyone looking to use the functionality of Access to a much greater degree.

Details:

Duration: 1 Day **Cost:** £195 +VAT

Dates:	7 April 2010	Guildford
	8 June 2010	Guildford
	11 August 2010	Guildford

Access 2003 Level 3

This is suitable for anyone confident in their Access Skills but who wishes to move to an advanced level.

Details:

Duration: 1 Day **Cost:** £195 +VAT

Dates:	30 June 2010	Guildford
	28 September 2010	Guildford

For full course details please go to:

Guildford:
www.gbclearning.co.uk

London:
www.pitmanlondon.co.uk/gbclearning

enquiries@gbclearning.co.uk

Excel 2003 Level 1

Suitable for anyone who is new to Excel or who would like a refresher before moving to a higher level.

Details:

Duration: 1 Day **Cost:** £195 +VAT

Dates:	12 April 2010	Guildford
	12 May 2010	Guildford
	15 June 2010	Guildford
	14 July 2010	Guildford
	9 August 2010	Guildford
	10 September 2010	Guildford
	26 April 2010	London
	25 June 2010	London
	27 July 2010	London
	6 September 2010	London

Excel 2003 Level 2

To get most from this course you should be confident in your Excel Skills, including formulas. This course is ideal for anyone looking to use the functionality of Excel to a much greater degree.

Details:

Duration: 1 Day **Cost:** £195 +VAT

Dates:	21 April 2010	Guildford
	19 May 2010	Guildford
	21 June 2010	Guildford
	20 July 2010	Guildford
	18 August 2010	Guildford
	20 September 2010	Guildford
	12 April 2010	London
	4 June 2010	London
	13 July 2010	London
	24 August 2010	London

Excel 2003 Level 3

This is suitable for anyone confident in their Excel Skills but who wishes to move to an advanced level.

Details:

Duration: 1 Day **Cost:** £195 +VAT

Dates:	28 June 2010	Guildford
	29 September 2010	Guildford
	4 June 2010	London

Outlook 2003 Level 1

Suitable for anyone new to Outlook or those people using it for email only who could gain so much more from its full functionality.

Details:

Duration: 1 Day **Cost:** £195 +VAT

Dates:	17 May 2010	Guildford
	16 August 2010	Guildford
	4 May 2010	London
	28 June 2010	London
	10 August 2010	London

For full course details please go to:

Guildford:
www.gbclearning.co.uk

London:
www.pitmanlondon.co.uk/gbclearning

PowerPoint 2003 Level 1

Suitable for anyone who is new to PowerPoint or who would like a refresher before moving to a higher level.

Details:

Duration: 1 Day **Cost:** £195 +VAT

Dates:	6 May 2010	Guildford
	6 July 2010	Guildford
	8 September 2010	Guildford
	14 May 2010	London
	3 August 2010	London
	21 September 2010	London

PowerPoint 2003 Level 2

To get most from this course you should be confident in your PowerPoint Skills. This course is ideal for anyone looking to use the creativity and functionality of PowerPoint to a much greater degree.

Details:

Duration: 1 Day **Cost:** £195 +VAT

Dates:	16 June 2010	Guildford
	22 September 2010	Guildford

Word 2003 Level 1

Suitable for anyone who is new to Word or who would like a refresher before moving to a higher level.

Details:

Duration: 1 Day **Cost:** £195 +VAT

Dates:	28 April 2010	Guildford
	11 May 2010	Guildford
	9 June 2010	Guildford
	19 July 2010	Guildford
	4 August 2010	Guildford
	7 September 2010	Guildford
	23 April 2010	London
	7 June 2010	London

For full course details please go to:

Guildford:
www.gbclearning.co.uk

London:
www.pitmanlondon.co.uk/gbclearning

Word 2003 Level 2

To get most from this course you should be confident in your Word Skills. This course is ideal for anyone looking to use the functionality of Word to a much greater degree.

Details:

Duration: 1 Day **Cost:** £195 +VAT

Dates:	26 May 2010	Guildford
	28 July 2010	Guildford
	15 September 2010	Guildford
	9 April 2010	London
	24 May 2010	London
	6 July 2010	London
	17 August 2010	London

Word 2003 Level 3

This is suitable for anyone confident in their Word Skills but who wishes to move to an advanced level.

Details:

Duration: 1 Day **Cost:** £195 +VAT

Dates:	24 June 2010	Guildford
	30 September 2010	Guildford

Project 2003 Level 1

Suitable for anyone who is new to Project or who would like a refresher before moving to a higher level.

Details:

Duration: 1 Day **Cost:** £195 +VAT

Dates:	5 May 2010	Guildford
	27 July 2010	Guildford
	5 July 2010	London

Project 2003 Level 2

You need to be confident with Project **and to have attended the Level 1** course to attend this training.

Details:

Duration: 1 Day **Cost:** £195 +VAT

Dates:	10 June 2010	Guildford
	13 September 2010	Guildford
	2 August 2010	London

For full course details please go to:

Guildford:
www.gbclearning.co.uk

London:
www.pitmanlondon.co.uk/gbclearning

