



NGB TRAINING PROGRAMME 2008/09

The Welsh Sports Association Training Guide **North Wales**



SEPTEMBER - DECEMBER 2008

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PERSONAL AND PROFESSIONAL DEVELOPMENT

The personal and professional development courses are designed to help you develop and enhance your skills in order to meet the needs and objectives of your organisation. Included is training to enable you to work with others and build confidence in your communication skills.



CHANGE MANAGEMENT

What's it about?

Changes occur in our lives everyday and managing the way you behave to these changes can have an influence on how your organisation progresses.

This course is designed to help you understand and engage with the process of change in a positive and empowering way. It offers practical tools to make potentially difficult situations easier for everyone involved.

Who is it for?

This course is suitable for anyone who would like more of an understanding on how to manage change in the workplace and how this affects colleagues and staff.

Training provider	Business Point
Location	Coleg Llandrillo Cymru, Colwyn Bay
Time	09.15am - 16.00pm
Dates available	20th November 2008

CUSTOMER SERVICE SKILLS

What's it about?

Delivering a high standard of customer service ensures your organisation attracts and maintains these customers.

The course helps you to reflect on the way you and your team approach the most important people in your business - the customer. Including: identifying the importance of first impressions, dealing with awkward customers, complaint handling, creating long-term customer relationships, body language, assertiveness and achieving excellence.

Who is it for?

This course is suitable for any business or organisation that has customers!

Training provider	Business Point
Location	Coleg Llandrillo Cymru, Colwyn Bay
Time	9.15am - 16.30pm
Dates available	9th October 2008

EFFECTIVE MINUTE TAKING

What's it about?

Effective minute taking is becoming even more important as organisations may have legislative requirements to keep minutes. People also require immediate information on matters discussed or actions to be taken as a result of a meeting. This short course is a lively event covering purposes and types of minutes, roles, terminology, documents, reported speech, hints and tips.

Who is it for?

This course is ideal for people who may be asked to produce minutes for meetings.

Training provider	Business Point
Location	Coleg Llandrillo Cymru, Colwyn Bay
Time	09.15am - 12.30pm
Dates available	17th October 2008

IMAGE MATTERS

What's it about?

Promoting your product or service to help build your business name. Create client loyalty and an image for your business by raising customer perception of your product or service without spending a penny!

Continental breakfast provided.

Who is it for?

Managers, Supervisors, Business Owners, Business Start-ups, Professionals and Executives.

Training provider	Business Point
Location	Coleg Llandrillo Cymru, Colwyn Bay
Time	8.00am - 10.00am
Dates available	14th November 2008

PUBLIC SPEAKING

What's it about?

This course will provide you with guidance on making speeches with impact and structure to bring a sparkle to any presentation. In an age of “sound-bites” public speaking and communication skills are essential skills for business.

Who is it for?

Anyone wishing to build confidence in public speaking.

Training provider	Business Point
Location	Coleg Llandrillo Cymru, Colwyn Bay
Time	09.15am - 16.30pm
Dates available	24th October 2008

TEAM WORKING

What's it about?

This course will enable participants to work effectively in a team. It covers team roles, creating a team, motivating a team, communication and team goals and direction.

Who is it for?

Either managers or employees who are team members needing to work together.

Training provider	Business Point
Location	Coleg Llandrillo Cymru, Colwyn Bay
Time	09.15am - 16.30pm
Dates available	4th September 2008

TELEPHONE SERVICE SKILLS

What's it about?

This course will help you identify your strengths and weaknesses in telephone skills. It uses a mix of specialist computer training software, practical activities and discussions.

Who is it for?

This course is suitable for anyone dealing with customers via the telephone.

Training provider	Business Point
Location	Coleg Llandrillo Cymru, Colwyn Bay
Time	09.15am - 16.00pm
Dates available	3rd,10th October and 12th,19th December 2008 (2 days)

TIME MANAGEMENT

What's it about?

This intensive introduction is valuable for anyone who wants to improve their productivity, enhance their time management skills and feel more in control of their working life.

Who is this for?

This course will benefit employers, employees and individuals.

Training provider	Business Point
Location	Coleg Llandrillo Cymru, Colwyn Bay
Time	09.15am - 12.30pm
Dates available	21st November 2008

EMPLOYMENT, RECRUITMENT AND HR

Whether you have been employing staff for years or are new to people management, the constantly changing legislative and case law environment of employment law can throw up a variety of challenges.

The employment and HR courses cover issues relating to legal requirements, and best practice guidance.



INTRODUCTION TO EMPLOYMENT LAW

What's it about?

This course is designed as a basic introduction to the responsibilities associated with employing staff. It covers contracts of employment, disciplinary and grievance procedures, unfair dismissal and redundancy and discrimination issues.

Who is this for?

If you employ others or are thinking of doing so then this short course is for you.

Training provider	Business Point
Location	Coleg Llandrillo Cymru, Colwyn Bay
Time	09.15am - 12.30pm
Dates available	12th December 2008

STAFF INDUCTION

What's it about?

A good induction programme makes business sense, whatever the size of the organisation, and whatever the job. It introduces the newcomer not only to their immediate colleagues, but to other workers with whom they may have less day-to-day contact, including trade union representatives (if they are recognised in the organisation) or employee representatives on any staff committee or council.

This course gives delegates an understanding of the key components of an effective induction framework and examines the links between the induction programme and assessment of staff competence throughout the probationary period. By the end of the course, delegates will be able to plan an induction programme and identify factors and issues in relation to staff motivation and reward.

Who is it for?

This course is ideal for anyone who is responsible for the recruitment and induction of staff, particularly those who are not directly employed in HR/personnel.

Training provider	Conwy Voluntary Services Council
Location	Colwyn Bay
Time	Half day (times tbc)
Dates available	26th September 2008

VOLUNTEER RECRUITMENT, SELECTION AND INDUCTION

What's it about?

Before involving volunteers, it is worth spending some time considering how they can work within your organisation. You could ask yourself:

- what level of induction and training will the volunteer require?
- will the opportunities you are providing enable the volunteer to develop new skills whilst also using their existing abilities, knowledge and experiences?
- What tasks do you expect them to fulfil?
- Who is this for?

This course familiarises delegates with a range of methods to attract a diversity of volunteers and recognise ways in which volunteering can be made more accessible to all. In addition, the use of vetting procedures is covered together with the potential uses and abuses of volunteers personal information. By the end of the course delegates will have identified actions for improvement in their own organisation and be able to prepare questions for and conduct a selection interview.

Who is it for?

Anyone involved in the recruitment and selection process of volunteers.

Training provider	Denbighshire Voluntary Services Council
Location	Ruthin
Time	2 1/2 days
Dates available	15, 16 and 18 September 2008

BUSINESS AND MARKETING

From marketing to negotiating, these courses are suitable for all, whether you are looking to gain new skills or enhance those you already have.



DEVELOPING YOUR NEWSLETTER

What's it about?

This course explores a variety of approaches to producing a newsletter and considers the key elements necessary to make it successful. Delegates will also learn about target audiences and how to tailor the newsletter accordingly.

Who is it for?

This course is designed for people who would like to look at different aspects of how to produce promotional materials and use channels of communication.

Training provider	Flintshire Voluntary Council
Location	Mold
Time	1/2 day (time tbc)
Dates available	12th September 2008

MAKE THE DIFFERENCE

What's it about?

Identifying a unique selling point for your product or service - and how to make your business stand out from the crowd.

Continental breakfast provided.

Who is it for?

Managers, Supervisors, Business Owners, Business Start-ups, Professionals and Executives.

Training provider	Business Point
Location	Coleg Llandrillo Cymru, Colwyn Bay
Time	8.00am - 10.00am
Dates available	15th October 2008

NEGOTIATING SKILLS

What's it about?

This course will introduce participants to the concepts of negotiation. It will help to devise a negotiating process and skills framework and will also identify ways of closing negotiations to reach an agreement.

Who is it for?

Those who would like to raise their self-awareness and develop their own negotiation skills.

Training provider	Business Point
Location	Coleg Llandrillo Cymru, Colwyn Bay
Time	09.15am - 16.30pm
Dates available	16th and 17th October 2008 (2 days)

THE 'M' WORD

What's it about?

Develop a marketing strategy for your business to accurately target your customers and make your marketing budget work for you.

Continental breakfast provided.

Who is it for?

Managers, supervisors, business owners, business start-ups, professionals and executives.

Training provider	Business Point
Location	Coleg Llandrillo Cymru, Colwyn Bay
Time	8.00am - 10.00am
Dates available	10th December 2008

INFORMATION TECHNOLOGY

Whether you need to refresh your knowledge or learn new skills, these IT courses have been designed specifically to provide you with the training you need to enhance your work within your organisation.



ACCESS (INTRODUCTION)

What's it about?

Database principals, the Access environment, creating a database, using tables, creating and using forms, queries and reports. Please note this course does not cover the theory of planning a database, only the practical.

Who is it for?

Those who wish to acquire the essential features of Microsoft Access and an appreciation of its capabilities. No previous experience of databases is needed but proficiency in using Windows is required.

Training provider	Business Point
Location	Coleg Llandrillo Cymru, Colwyn Bay
Time	9.30am - 16.00pm
Dates available	8th September 2008

ACCESS (INTERMEDIATE)

What's it about?

Delegates will learn to create a user-friendly database, extract information using select and parameter queries, and design forms and reports to meet their requirements. Please note: Creating Databases is a complex procedure which requires detailed planning and preparation before hand. This course does not cover the theoretical side, only the practical.

Who is it for?

This course is for proficient users of Microsoft Access who wish to create database applications for their own use or for use by others. Some previous experience of creating databases is essential.

Training provider	Business Point
Location	Coleg Llandrillo Cymru, Colwyn Bay
Time	09.30am - 16.00pm
Dates available	25th September 2008

ACCESS (ADVANCED)

What's it about?

Delegates will learn to create a user friendly database, customise parameter queries for use with dialogue boxes, perform housekeeping tasks using action queries and design forms and reports to meet their requirements.

Who is it for?

This course is aimed specifically at regular users, with a good working knowledge of Microsoft Access and who have attended intermediate training.

Training provider	Business Point
Location	Coleg Llandrillo Cymru, Colwyn Bay
Time	9.30am - 16.00pm
Dates available	TBC

EXCEL (INTRODUCTION)

What's it about?

The Excel screen, data entry, formula construction, editing a worksheet, formatting worksheets, printing and previewing.

Who is this for?

Those who wish to manipulate and present numerical information using Microsoft Excel. No previous experience of spreadsheets is needed but proficiency in using Windows is required.

Training provider	Business Point
Location	Coleg Llandrillo Cymru, Colwyn Bay
Time	09.30am - 16.00pm
Dates available	1st September, 13th November 2008

EXCEL (INTERMEDIATE)

What's it about?

Formulas, advanced cell formatting, charts and graphs, data validation, data manipulation, security, working with large spreadsheets.

Who is it for?

This course introduces Excel's additional and more advanced features for manipulating and analysing data. Previous experience of using Excel for basic tasks is required.

Training provider	Business Point
Location	Coleg Llandrillo Cymru, Colwyn Bay
Time	9.30am - 16.00pm
Dates available	18th September 2008

EXCEL (ADVANCED)

What's it about?

Advanced functions (lookup, math and trig, nested), pivot tables, scenarios or macros.

Who is it for?

This course is aimed specifically at regular users, with a good working knowledge of the software and who have attended intermediate training.

Training provider	Business Point
Location	Coleg Llandrillo Cymru, Colwyn Bay
Time	09.30am - 16.00pm
Dates available	27th November 2008

POWERPOINT

What's it about?

Powerpoint basics, the Powerpoint screen, formatting slides, masters and templates, graphs and charts, pictures and audio, slide show features.

Who is it for?

This course is for anyone with good MS Windows skills who wants to learn how to use Microsoft Powerpoint to create attractive presentations and slideshows incorporating text, graphics, charts and animations.

Training provider	Business Point
Location	Coleg Llandrillo Cymru, Colwyn Bay
Time	9.30am - 16.00pm
Dates available	23rd October 2008

PUBLISHER

What's it about?

The Publisher screen, handling text, formatting text, manipulating images, arranging items, manipulating objects.

Who is it for?

The course is intended for those with good MS Windows skills who have little or no experience of creating Microsoft Publisher documents.

Training provider	Business Point
Location	Coleg Llandrillo Cymru, Colwyn Bay
Time	09.30am - 16.00pm
Dates available	20th November 2008

WORD (INTERMEDIATE)

What's it about?

Formatting, editing, page setup, page appearance, tabs and tables, mail merge, drawing and graphics.

Who is it for?

This course is designed to enhance the skill of experienced Microsoft Word users. Delegates will learn to produce professional documents, incorporating some of Word's more advanced features.

Training provider	Newport and Gwent Enterprise
Location	Orion Suite, Enterprise Way, Newport
Time	9.30am - 4.00pm
Dates available	4th December 2008

WORD (ADVANCED)

What's it about?

Styles and styles gallery, working with outlines, document tools, macros, templates, fields and forms.

Who is it for?

This course is for regular users of Microsoft Word, with a good working knowledge of the software, and who have attended intermediate training. Delegates will learn to produce professional documents incorporating Word's more advanced features.

Training provider	Business Point
Location	Coleg Llandrillo Cymru, Colwyn Bay
Time	09.30am - 16.00pm
Dates available	TBC

BOOKING INFORMATION

How do I book a place?

If you would like to book a course, please contact Greta Guerese-Leach either by phone on [0845 846 0020](tel:08458460020) or email greta.gueresi-leach@welshsports.org.uk stating your name, address, telephone and e-mail along with the course title and date.

Please note that bookings are made on a first come first served basis and it is therefore advisable to book early to avoid disappointment. Booking is essential for all courses/workshops.

How much are the courses/workshops?

All the training is completely FREE to staff and volunteers of Governing Bodies.

What if I need to cancel a booking at the last minute?

Although some last minute cancellations are inevitable, we would appreciate as much notice as possible as places could be offered to other delegates.

Will I receive confirmation of my booking?

Yes, all staff booked onto courses will receive confirmation either by post or e-mail. Details of times, venues and locations will also be sent to you.

Where can I find out more information on all the training?

Please visit www.welshsports.org.uk/training.asp where you will find a list of all the available courses.

If you have any further queries please contact:

Greta Guerese-Leach, Communications Coordinator, Welsh Sports Association,
Welsh Institute of Sport, Sophia Gardens, Cardiff, CF11 9SW

Tel: 0845 846 0020

Fax: 0845 846 0014

E-mail: greta.gueresi-leach@welshsports.org.uk

Website: www.welshsports.org.uk/training.asp

