



Training Courses for the Workplace

July to September
turn overleaf for details

Quotes from previous Hamblin courses:

'The learn & lunch provided key objectives and some really handy hints & tips that can be used in the practical environment'

– Networking Learn & Lunch

'The session had the right mix of theory and practical application'

– Coaching Skills Learn & Lunch

'Thoroughly enjoyed the day, thank you'

– Customer Relationship
Development One day course

Hamblin Skills Academy offers a range of business courses from our state of the art facilities based on the third floor of Tower House in Douglas.

Over the next three months we have listed our schedule of learning events (turn overleaf). Each of these Hamblin courses offer practical learning and development sessions enabling attendees to take their new found skills back into the workplace.

In addition to the courses listed we can tailor any course for larger groups and can also offer in-house training.

Our business courses offer a practical solution to training and development needs, enabling delegates to take an active part in their 'learning experience'.

All of our courses are delivered by experienced and qualified trainers

Meeting and Seminar Rooms for hire Hamblin Skills Academy, Third Floor, Tower House, Douglas

Situated on the third floor of the Tower House centre, Hamblin Skills Academy offers fabulous facilities. Each training suite is fully air conditioned and sound proofed. The Academy consists of two rooms; Athena and Minerva. Athena is the larger of the two suites with the Minerva ideal for board meetings or a break out room.

If you are looking for a larger facility you can combine the two suites together to accommodate up to 60 people theatre style. For pictures and prices please turn to the back page of this brochure.

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33-35 Victoria Street, Douglas • www.hamblin.co.im • Tel 620022

Business Courses

8th July	Recognising and Managing Stress	1 day	£199.00
Critical deadlines, competing priorities and an avalanche of emails often leave individuals feeling overwhelmed! This course provides strategies and tips to set priorities and manage the pressures of meeting important and urgent commitments in your life. This course is suitable for all levels of staff who want to improve their personal effectiveness and performance Trainer: John Christian			
10th July	Fundamentals of Selling	1 day	£199.00
Create impact effortlessly, convert interest into business and sell your organisation and services in terms of quality not price. A sustainable way to foster growth! Suitable for any person working in an influencing role, this course will help sell the quality of your organisation, your team and yourself. Trainer: John Christian			
15th July	Managing Change	1 day	£250.00
Effective organisational change programmes rely upon successful implementation. This programme will help to increase awareness, provide the skills to gain buy-in to change programmes and generate a more productive environment in a changing organisation. This course is suitable for people involved in dynamic and fast moving businesses or projects related to changes in business processes. Trainer: John Christian			
16th July	Adding Value through Communications	Learn 'n' Lunch	£50.00
Human beings are born communicators; we transmit messages to our friends, partners and colleagues every minute of the day and most unintentionally! Imagine the perceptions that are formed every day by your company communications and what affect this has on your business. This session introduces the concept of adding value to a company's bottom line by positively managing its communication. Trainers: Lisa Underwood & Andrea Howroyd			
17th July	Interviewing to build your team	1 day	£199.00
Failings in the recruitment and selection process can do more damage to your business than almost any other factor. Why not establish a competent model for attraction and selection of staff? Apply guidelines to ensure your interview process is legally compliant. Reduce staff turnover by better identification of the right person. This is an essential course for anyone involved in recruitment and selection. Trainer: John Christian			
5th August	Time & Priority Management	1/2 day	£120.00
Being able to set priorities and allocate time appropriately are critical skills for achieving your goals. Taking control of your time and schedule enables you to increase personal productivity and enhance the quality of your personal life. Suitable for people who have a realistic opportunity to control elements of their work flow. Trainer: John Christian			
7th August	Presentation Skills	1 day	£250.00
Improve your credibility with internal and external contacts through polished professional delivery of information. Learn to seek opportunities to demonstrate the importance of you and your business function to stakeholders. Learn to love presenting! This course is suitable for anyone who makes formal or informal presentations on a regular basis or for anyone who needs skills to enhance their presentations! Trainer: John Christian			
12th August	Business Writing	1/2 day	£120.00
Unlike most business writing courses this course reflects the fact increasingly the communication we have with both internal and external clients is by email. After this course you will be more direct and effective in written communication. This course is suitable for anyone who has responsibility for frontline client contact. Trainer: John Christian			

Other Courses

Saturday	The Basics of selling on eBay	1/2 day	
12th July	Price includes the official eBay manual	10.00am – 1.00pm	£45.00
This fun course is for anyone who wants to sell on eBay or would like to sell on eBay. Training is delivered by the Island's first eBay Educational Specialist who is also a Power Seller. It covers everything from setting up an eBay account, enhancing your listings with better descriptions and photography, set pricing that will maximise your profits, open and use a Paypal account, monitor sales to know exactly what's working and what's not and avoiding the costly mistakes that new eBay sellers may make. The course cost includes the official eBay manual valued at £20.00. Trainer: Sue Cook			

Management Courses

14th August	Managing Difficult People	1 day	£395.00
<p>This course is of direct use to managers who have to manage difficult people in the regular course of their work. It could be someone they are managing directly or a team member whose behaviour is affecting others. The 'difficult person' could be external to the organisation or may be a colleague or senior individual within it. Tools and techniques will be introduced during the course that can be practised and used in the workplace. Suitable for Managers, Leaders, Supervisors or anyone who deals with difficult people in the work environment. Trainers: Andrea Howroyd & Lisa Underwood</p>			
11th & 12th Sept	HR for Non HR Professionals	2 days	£750.00
<p>Managers often have to deal with a full range of HR issues in the course of carrying out their role. However, without specialist personnel experience managers can unwittingly make inaccurate decisions with regard to selecting and developing their staff. This programme introduces the legal framework in which managers must operate in order to carry out their work correctly and effectively. Case studies and role-play form an important part of this workshop, reinforced by tutor-led discussions. This course is suitable for managers, team leaders and other professionals who are non-specialists in HR and have a responsibility for the recruitment, appraisal, discipline and development of staff. Trainers: Andrea Howroyd & Lisa Underwood</p>			
16th & 17th Sept 24th September	Management Fundamentals	3 days	£600.00
<p>This three day course is designed to equip managers with the skills to understand the personal competencies required to manage a team effectively. It provides practical and usable management tools and methodologies and creates ways to improve the way your team does its work. The unique structure of this course allows time for the theory and practical experience gained over the two day programme to be applied in the delegates' organisation, prior to coming back for a one day session for a review of the programme and the design of meaningful ongoing goals.</p> <p>Who is it suitable for?</p> <p>This course is ideal for new and existing team Managers; it is also suitable for people who you think may have the potential to become Manager. Give your talented staff a firm foundation of management knowledge and quickly generate a rounded set of skills. Empower your Managers and make a rapid impact on your business performance.</p>			

Specialist Courses

18th July	Creative Writing at Work	1 day	£300.00
<p>This one day course focuses on <i>The Creative Writing at Work</i> and is ideal for people who have the responsibility for writing recruitment ads, marketing messages, promotional materials or simply putting together effective business communications. It will show you how to write materials that are fresh and powerful. It reviews the principles of effective copywriting, including stressing the benefits, structuring your message, and writing winning headlines and using words creatively. It also gives you the opportunity to apply these techniques for yourself and receive constructive feedback. At the end of the course you will take away a useful manual, packed with tips and techniques. You will also be entitled to a year of support from Stephen, giving you the opportunity to ask further questions and build your skills.</p> <p>Trainer: Steven Lloyd (Steven Lloyd training company UK based) Stephen has worked with words since 1986, when he began his career as a freelance business writer. Working as a consultant he wrote a wide range of corporate documents, including annual reports and newsletters, recruitment literature, press releases and advertising copy. Becoming increasingly involved in publishing, Stephen developed the skills of editing and proofreading. He worked with a number of major publishers including the careers and recruitment specialists Hobsons PLC. Later he spent seven years as Senior Tutor at a leading publishing training organisation.</p>			

*Please note that all of the courses listed are subject to 17.5% VAT.

When 2 or more people register from the same company for the same full or half day course, a 10% discount is applied to additional delegates.

Booking Information

Book on-line by clicking onto www.hamblin.co.im/skillsacademy.asp
or telephone training on 620022

Meeting and Seminar Rooms for hire

Athena Suite

Classroom Style (24)



Theatre Style (30)



Horseshoe (14)



This suite can accommodate up to 24 people in a classroom style, horse shoe shape for up to 14 people and 30 people theatre style. Hire includes the use of a projector, flip chart, pull down screen, overhead projector, television, video and speaker system in the ceiling. This room is fully air conditioned with ample room at the back of the suite for a cold buffet.

Minerva Suite

Boardroom Style (14)



V Shaped (8)



This suite can accommodate up to 12 people classroom style, V Shaped up to 8 people and 14 people boardroom style. Other layouts are available on request. Hire includes the use of a flipchart. We can also provide a projector and screen at an additional charge of £30.00 + VAT.

This room is fully air conditioned with ample room at the back of the suite for a cold buffet.

Room	Full – day 9am – 5pm	Morning or Afternoon	Lunch	Saturday Full or half day
Athena	£190.00	£125.00	£150.00	£125.00
Minerva	£95.00	£75.00	£75.00	£75.00
Athena & Minerva	£250.00	£200.00	£200.00	£200.00

Athena & Minerva suite combined

Both rooms have connecting doors and can be used as one large room for a conference seating up to 60 people theatre style. Alternatively you could hire the Minerva suite as a break out room or for catering.

Catering

Catering for both our training suites is provided by the Tower House restaurant. This can be in the form of hot and cold drinks as well as a cold buffet, which can be served in both training suites. Hot food is available and is served in a reserved area within the restaurant. Full details can be provided upon request.

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