

Green Learning



**GREEN STRATEGIES THAT WILL
BENEFIT YOUR ORGANISATION
AND THE ENVIRONMENT**

Article 13

This innovative range of courses has been developed in partnership with Article 13, leading strategic advisors on risk associated with corporate social responsibility and sustainable development, working with organisations across all sectors such as Roche, the UK Government Cabinet Office Strategy Unit, Metronet, Severn Trent, DEFRA, Yell.com and The Royal Mail.

article **13**
THE RESPONSIBLE BUSINESS EXPERTS

GREEN COURSES
EXCLUSIVE TO
REED LEARNING
THAT WILL CHANGE
THE WAY YOU THINK
ABOUT EFFICIENCY

| | |
|-------------------------------|-----|
| The Green PA & office manager | 129 |
| Reduce your carbon footprint | 129 |
| The Green starter pack | 130 |
| The Green organisation | 130 |



WELCOME TO GREEN LEARNING

Green training that really means business



Six green pledges by James Reed, Chairman, Reed Learning

Earlier this year I attended the May Day Climate Change summit, hosted at BT's office in the City of London. The speakers included HRH The Prince of Wales, the Prime Minister Gordon Brown, the Environmentalist Jonathan Porritt, the US Senator George Mitchell together with representatives from the business community.

The focus of the conference was that it is only by acting now and by acting together that the serious threat climate change poses to the world will be successfully addressed. Together the 830 companies that signed up to the May Day initiative last year had reduced their carbon emissions by 600,000 tonnes.

Since the conference, we have continued to commit to the six pledges that Business in the Community have agreed. These being:

1. **Calculate your company's carbon footprint**
2. **Report your carbon footprint publicly or to Business in the Community**
3. **Set an absolute target and take action to reduce your company's emissions**
4. **Encourage employees to reduce their carbon footprint at home and at work**
5. **Work in partnership with suppliers to reduce emissions in the supply chain**
6. **Mobilise customers to take action**

I'm delighted with the progress we have made in the Reed group since we first committed to these pledges in 2007. We have reduced our CO₂ emissions by 2,500 tonnes by installing Thin Terminals across the company, removing bottled water coolers from all Reed offices, introducing a mobile and printer cartridge recycling scheme and launching a range of Green Learning courses.

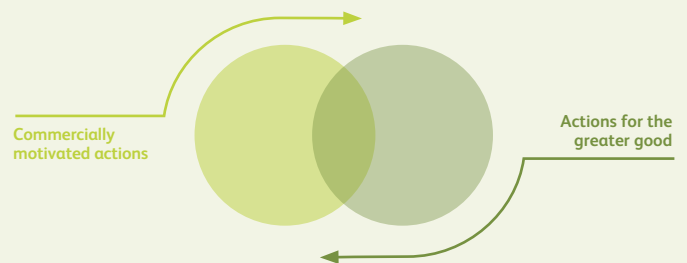
We are a company that cares passionately about the environment and it remains a high priority for all of us. However there is a great deal more that we can do. I made a pledge at the end of the meeting to move our business from being 'carbon neutral' to being truly 'carbon responsible'. This means that we will seek to further reduce our emissions, with a target of a 10% reduction over the next four years. We will achieve this by more recycling, more efficient energy use and, of course, fewer meetings!

James Reed

TO BOOK CALL 0800 132 448 OR 01628 513 091



What is the green shift?



What is green learning?

It is a myth that a successful organisation cannot also be environmentally friendly. In fact there is a growing realisation that business improvements and a reduction in environmental impact can progress side by side. This is Green Shift – the altering of individual and organisational mindsets to realise that environmental and profit/efficiency motivations can drive each other.

The courses on the following pages provide practical tips and guidance, explaining the simple and cost effective steps all organisations can take to become greener, improve efficiency, save money and become better prospects to employees and customers. Whether you want to improve your working practices as an individual, office manager or organisation-wide at a director level, we have a course for you.

If you'd like to know a bit more about Green Learning, why we think it is so important and what we are doing to live these values visit reedlearning.co.uk/green. If you think there is a green course we should be running, email us at green.ideas@reedlearning.co.uk

THE GREEN PA & OFFICE MANAGER

Create a low-carb office!

REDUCE YOUR CARBON FOOTPRINT

Energy efficiency and sustainability: Minimise your organisation's impact on the earth

Who is it for?

Office managers, administrators, personal assistants, secretaries.

What is it about?

The PA/Office Manager is the linchpin of the modern organisation with considerable influence on an organisation's working practices. Many people fail to realise that environmental behaviour is also good for business. This course will give you practical advice for making changes and influencing others to benefit your organisation.

What will I get out of it?

- An understanding of the interaction between businesses and the environment
- Skills to identify environmental issues relevant to your organisation and your role
- Best and worst practice case studies to inform changes
- An action plan to reduce the environmental impact of your work
- Ways to build a business case for change to influence others and achieve management approval
- Quick wins and medium- to long-term actions



Course overview

- Business and the environment – an introduction
 - Why have environmental issues become a concern for business?
 - How does this apply to your organisation?
- The environmental impact of your role
 - Immediate, medium and long term
- Generate effective green office practices including:
 - Stationery and office supply purchasing and consumption: reducing consumption, sourcing better products
 - Energy efficiency, recycling for real, travel planning
- Estimating the costs and benefits
- Achieving buy-in
 - Building a business case for change
 - Influencing key people
- Action planning and goal setting
- Practical advice on implementing changes

Who is it for?

Managers, facility managers and those with energy management responsibilities.

What is it about?

This course will examine the current and projected concerns with global climate change, and how this affects business functions and strategies. You will also identify the steps businesses need to take to protect themselves for the future and how to improve waste management within the organisation to reduce carbon emissions.

What will I get out of it?

- An understanding of how your business contributes to global climate change and the real costs of this
- Skills to carry out energy and waste audits within the business
- Strategies which other organisations are implementing in order to reduce their carbon footprint
- Realistic action plans to reduce the energy consumption and waste production in the business



Course overview

- Business and the environment
 - Climate change and waste – the facts and the fiction
 - Why environmental issues have become a concern for business
 - An introduction to the environmental legislation governing business
 - Future trends in corporate energy and waste management
- Examine energy and waste issues for businesses and the real costs of these
- Best practice in energy and waste auditing
- Reduce waste and energy use; short, medium and long-term strategies
- Action planning and goal setting
- How to implement changes in practice

Duration & cost

2 Days, £895 + VAT

London

Nov: 4-5 **Dec:** 18-19 **Mar:** 10-11

Code

GOFF



Forms part of the certificate in professional PA & secretarial skills, endorsed by the Institute of Qualified Professional Secretaries (p118)

Delivered in partnership with Article 13



Duration & cost

2 Days, £895 + VAT

London

Oct: 20-21 **Dec:** 8-9 **Mar:** 4-5

Code

RCF

Delivered in partnership with Article 13





THE GREEN STARTER PACK

Take immediate action to make a difference

Who is it for?

Anyone who would like to identify practical ways to change their working habits to benefit the environment.

What is it about?

As environmental issues become more pressing for both businesses and individuals, this practical course will identify some changes that you can make in your role to make your organisation 'greener'. During the course you will identify 'quick green wins', and consider the more medium term strategies needed in order to support further improvements.

What will I get out of it?

- An understanding of the green challenge that faces you and your organisation
- Ideas that will quickly reduce your carbon footprint
- Knowledge of how others have made changes; the benefits gained and difficulties faced
- Skills to set up and maintain a 'Green Team'
- A medium-term action plan

Course overview

- The green business challenge:
 - Why have environmental issues become a concern for business?
 - What is the green challenge for your business?
 - Which activities have scope for improvement?

Eco-nomics:
If everyone in the UK installed one energy saving light bulb, we'd save enough CO₂ to fill the Albert Hall nearly 2,000 times

- Prioritise improvement actions
 - Environmental benefits
 - Business benefits
 - Personal benefits
- Quick audit of your business
- Generate effective and instant green action:
 - Cutting paper use
 - Reducing energy consumption
 - Buying greener products
 - Managing your buildings in a greener way
 - Green travel options and opportunities
 - The greener and healthier office
- Costs and benefits for these improvements
- Practical advice on how to implement changes
- Building green teams
- Reporting on your achievements

Duration & cost

1 Day, £499 + VAT

London

Oct: 24 Dec: 1 Mar: 11

Code

GSP

Delivered in partnership with Article 13



THE GREEN ORGANISATION

Strategic environmental management that benefits your business

Who is it for?

Managers, supervisors and team leaders.

What is it about?

Most SME's can generally save between 7-9.5% of turnover by doing things more efficiently and environmentally. Implementing green strategies in your workplace, can benefit your business as well as the environment. This course will look at specific topics including waste and energy management to identify areas where businesses can make significant savings or generate further revenue.

What will I get out of it?

- An understanding of the interaction between business and the environment, and the challenges this creates for organisations
- Knowledge of particular environmental issues relevant to you and your organisation
- Skills to develop the Green Shift action team
- Motivation to convert challenge to opportunity
- Action plans to reduce the environmental impact of your work
- Tools to assess environmental improvements in your organisation

Course overview

- The relationship between your business and the environment, and the challenges this creates

Eco-nomics:
Each tonne of newspaper recycled saves 4,100 kWh of energy

- How to convert challenge to opportunity
 - Examples of how other organisations have responded to the environmental challenge
- Assessing and addressing your impact
- Estimating the costs and benefits
- Green team building
 - Selecting your Green Team
 - Generating effective strategies including energy efficiency, recycling for real, travel planning
 - Action planning
 - Goal setting
- Assessing environmental improvement in organisations
- Practical advice on how to implement changes

Duration & cost

2 Days, £895 + VAT

London

Oct: 23-24 Dec: 1-2 Mar: 11-12

Code

GORG

Delivered in partnership with Article 13



QUALITY AND VALUE

We aim to be the most respected business training provider in the UK. Consequently we must adhere to the highest possible standards



The academic board

Above, left to right: Dr Caroline Whalley, Sir Michael Bichard, Chris Howorth, Jill Poole.
Left: Dr Hilary Macaulay.



Quality

The Reed Learning Academic Board

Our independent academic board is charged to challenge any and all of our processes related to learning delivery.

Its members currently include:

- Sir Michael Bichard – Rector of the University of the Arts, London (former Permanent Secretary at the Department of Education and Employment)
- Dr Caroline Whalley – Academic Director, Reed Learning (former Director of Education for the London Borough of Ealing)
- Jill Poole – Professor of Commercial Law, Associate Dean, Aston Business School
- Chris Howorth – Deputy Dean of Faculty, Director of External & Executive Programmes, Royal Holloway, University of London
- Dr Hilary Macaulay – Principal of the West London Academy and a member of the national Academy Principals Steering Group advising government on policy initiatives.

Expertise

Reed Learning Faculty

All professional trainers who work with us are invited to join the Reed Learning Faculty. Built upon the foundations of our Active Learning Model, the faculty encourages all of its members to continuously improve their professional skills through engagement with our **competency framework**. This framework also underpins our own "Train the trainer" programmes which lead to our Certificate of Professional Training Competency.



To download our competency framework visit reedlearning.co.uk/quality

Service

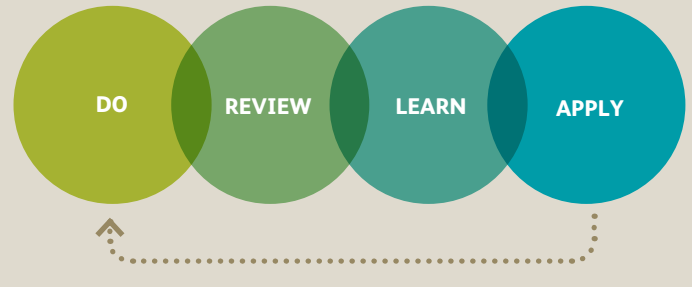
ISO 9001 accreditation

Seamless course booking and administration is as central to what we do as the quality of our courses. We're ISO 9001 accredited and always looking to develop the service we provide, from groundbreaking new material to innovative new ways of bringing it to you.

Call 0800 132 448 to talk to an advisor



Active Learning model



Knowledge

Active Learning Theory

People learn by adding variations to what they already know and do. In this way their understanding and actions become more complex and sophisticated.

Our learning model, although seemingly simple, is profound in impact. The model sits alongside other well-known theoretical frameworks and is behind the design and delivery of all of our programmes (see diagram above).

We believe that by making our learning theory explicit we can help our delegates discover more about themselves and discover greater achievements in their professional lives.

For more information on Active Learning visit www.reedlearning.co.uk/quality

Loyalty discount

| | |
|----------------|-----|
| 2nd course | 10% |
| 3rd course | 20% |
| 4th course | 30% |
| 5th course | 40% |
| 6th course | 50% |
| All subsequent | 30% |

£ Loyalty discount

Save up to 50% with our loyalty discounts. The more courses you attend, the greater the discount you will receive. You can earn up to 50% off and, in addition, we'll give you a 10% discount when you send more than one person on the same course.

💧 Free refresher courses


To help keep knowledge fresh and to embed learning, all delegates can repeat any course for FREE. What's more, should a member of your team leave within six months of attending a course, we will offer the same course for free to their replacement. These knowledge guarantees are unique to Reed Learning and highlight our commitment to high quality, value-for-money learning.

📄 Course guarantee

Our high quality standards are reflected in the endorsement of many of our courses by professional industry associations (see opposite). And to give you absolute reassurance, we offer a no quibble full refund or free replacement on any course if you are not totally satisfied.

PROFESSIONAL ACCREDITATIONS


Our programmes provide a demonstrable, industry-recognised testimony to your learning, and all these institutions agree

 Postgraduate diploma in management awarded by **Aston Business School** (p34).



Look for this logo in the directory to see which courses qualify for **CIMA Mastercourses CPD**.




 Certificate of higher education in management in partnership with **Royal Holloway, University of London** (p35).



We run the **ILM** award and certificate in first line management on an in-company basis.



 Introductory certificate in management, accredited by the **Chartered Management Institute** (p36).




Courses marked with this logo are run by Insights, an accredited **PRINCE2™** training organisation (p56-57).

The Prince2™ cityscape logo is a Trademark of the Office of Government Commerce and is registered in the US Patent and Trade Office.



Introductory diploma in management, accredited by the **Chartered Management Institute** (p36).


 Diploma in professional sales & business development, endorsed by the **Institute of Sales & Marketing Management** (p89).



Managing Successful Programmes:

These courses are run by Insights, an accredited **MSP** training organisation (p58).



 Certificate in professional PA & secretarial skills, endorsed by the **Institute of Qualified Professional Secretaries** (p118).



Green Learning delivered in partnership with **Article 13** (p127-130).



Accredited by the **European Coaching Institute** (p44).



Accredited by the **Institution of Occupational Safety and Health** (p85).



NEW integrated qualifications for L&D professionals (p73).



ITIL is a registered Trademark of the Office of Government Commerce. This course is run by Insights, an accredited training organisation (p59).



Microsoft Business Certification qualification (p107).



Reed Learning is a registered centre for **ACCA** continuing professional development. **All courses in this directory count towards CPD points.**



We are committed to the highest levels of quality and service, and to minimising the impact of our business on the environment. Our ISO 9001:2000 accreditation and CarbonNeutral® status and Sustainable Cities Award are testament to this commitment.



WHAT WE DO

A lot more than just open courses

**REED
LEARNING**



Open courses – over 35,000 delegates trained per year

Reed Learning offers the largest portfolio of business courses in the UK. Over 35,000 delegates a year attend courses on everything from bookkeeping to neuro-linguistic programming. Our courses echo the demands of today's business environment and are regularly updated to reflect current best practice and the latest thinking. 99% of participants say they would recommend them to a colleague. Take a look at the wide variety of subjects listed throughout this directory, then find out for yourself.

To book call 0800 132 448

In-company training – tailor-made courses

Of course, organisations are different and sometimes you need something designed just for you. We can put together an in-house training and development programme to match your requirements exactly. Need something specific? We can adapt any course to your market, or we'll design a new one from scratch.

If you're not sure what your requirements are, we can conduct Training Needs Analysis and individual 360° reviews to determine what – and whether – training will provide the best return on investment for you.

Call 020 7520 6953 (South), 01625 416 904 (North) or 02890 248347 (Ireland and Northern Ireland) to arrange a free consultation

LEARNING & DEVELOPMENT

- Over 3000 days of training delivered per year – choose from more courses on more dates than anyone else
- The largest range of commercial training in the UK – open courses & bespoke options
- Professional qualifications
- Continuing Professional Development

MANAGEMENT & ADMINISTRATION

- Completely flexible outsourcing services
- Bespoke services that can deliver hundreds of thousands of pounds in savings

RECRUITMENT

- The UK's only specialist recruiter of trainers, instructors and course designers
- Learning and development experts on a permanent and interim basis

All our services are completely flexible and can be adapted to your exact requirements. If you would like to talk through the options available, start by giving us a call on 0800 132 448

WHAT WE DO

A lot more than just open courses

Coaching for individuals & teams

Our consultants can build coaching into your individual or team development plans. In-house programmes give you a confidential environment where you can use real issues and situations to learn practical, not theoretical lessons.

Reed Learning offers a suite of coaching services and we can work with your organisation at all levels, from developing front line staff in sales and customer services to providing board level coaching in strategy and leadership.

In addition we can train managers of all levels to develop their own coaching skills, allowing them to develop, encourage and gain the buy-in and trust required to let their teams excel.

[See coaching on page 44](#)

Recruit your training personnel

Reed Training Professionals is the largest UK consultancy dedicated to finding you skilled, qualified training personnel. Through a rigorous selection process, we can source training specialists for you, both permanently or on an interim basis.

[To speak to a consultant call 0800 132 448.](#)

Outsourcing – managed services

The wide variety of programmes needed to meet a large organisation's learning strategy effectively can prove a logistical headache. Reed Learning Managed Services can act as a single gateway for all your training activity – we can devise and deliver programmes, source training from other providers, find training personnel for you and manage operations day to day.

By consolidating procurement through a single purchasing channel, you save time and money, improve and standardise quality and introduce consistency.

[Call 0800 132 448 for more information.](#)

Professional qualifications

Endorse your learning with industry recognised accreditations and qualifications. We work in close partnership with leading universities and accrediting bodies (such as Aston Business School, Royal Holloway, University of London, the Chartered Management Institute and the Institute of Sales and Marketing Management) to provide learning options that enhance your career and CV.

In addition, Reed Business School delivers courses leading to ICAEW, CIMA and CII qualifications. Pass rates in all these qualifications are excellent and our students regularly receive awards for their academic excellence.

Our diverse 3,000-strong client base includes

Construction/engineering

Balfour Beatty Power Networks
John Crane
Earth Tech
Hoare Lea
Vinci Plc

Financial services

APACS
Barclays
Lloyds of London
LloydsTSB
Merill Lynch
Premium Credit
QBE European Operations
The AA
Westpac
Zenith Insurance
Zurich

Manufacturing

British Sugar
Corus
Ferrero
Indesit
Kodak
Samsung
Toshiba

Media/publishing

Clear Channel
The Daily Mail
Egmont
EMI Music Publishing
Financial Times Business
John Mills Ltd
Nature Publishing
RCN Publishing
Time Life International
TimeOut
Universal Pictures International

Pharmaceutical

Astra Zenica
Generics
GSK
Nobel Biocare
Novo Nordisk
Pharmion
Schlumberger

Public sector

Biotechnology and Biological Sciences Cambridge Assessment
Dept of Culture, Media and Sport
Directorate of Information
Greater London Authority

House of Commons
Lewisham Council
Local Government Association
London Fire Brigade
Metropolitan Police
NHS Confederation
Research Council
Skills Active
Standards Board for England

Retail

ASOS
GAP
Majestic Wine
Woolworths
Ciena Ltd
Level 3 Communications
Mblox Ltd
QAS
Scisys

Sony Computer Entertainment
Europe THQ

Transport/distribution

Axis Europe
London City Airport
Network Rail

Professional Services

Bain and Company
BSI Global
The Boston Consulting Group
PKF
PWC
TNS Global

Utilities/energy

B.P.
BG Group
EDF Engineering
Exxon mobile
NPower



EMAIL.MORE.INFO@REEDLEARNING.CO.UK

REED BUSINESS SCHOOL

Professional finance and HR qualifications

35 years of expertise

REED
BUSINESS
SCHOOL



Established in 1972, Reed Business School has built a reputation as a leading provider of professional qualifications in the UK. The combination of high quality tutors and the unique learning environment enables delegates to consistently achieve strong results. Residential courses, tucked away in the heart of the Cotswolds, provide an ideal setting in which to study and excel in passing your exams.

For further information on these courses, together with dates, pass rates and how to enrol, please call 01608 674 224, email rbs@reed.co.uk or visit www.reedbusinessschool.co.uk



The qualifications we offer

Reed Business School offers courses leading to professional exams set by the ICAEW, ACCA, CIMA and CII. We are also an Approved Centre for the CIPD Professional Assessment of Competence leading to chartered membership – visit www.reed.co.uk/cipd

The complete ICAEW syllabus is delivered on a full-link basis – an integrated programme combining teaching and revision phases that maximises tutor-student contact through small class sizes and longer residential teaching hours.



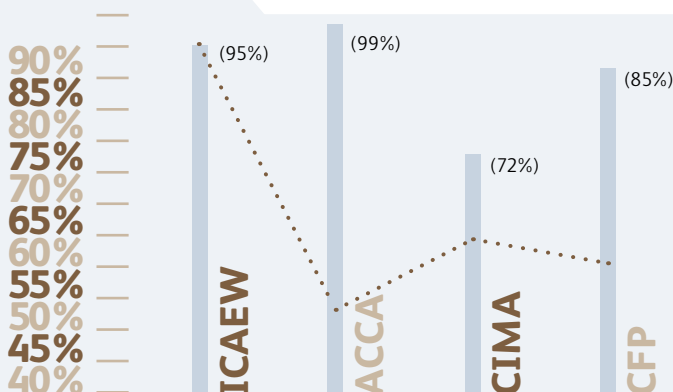
We are a platinum approved ACCA learning partner providing expert exam-focused courses with intensive teaching sessions, revision days and mock exams all designed to help you pass with flying colours first time.



Tuition, revision and question based courses for all CIMA papers from certificate level to Top CIMA. We have a wealth of experience helping students gain their CIMA qualification and are a CIMA learning quality partner.



In association with The Chartered Insurance Institute, Reed Business School offers the only residential/non-residential intensive revision courses for the Certificate in Financial Planning together with on-line computer based exams at the end of the course.



Why choose Reed Business School?

Pass rates in all of the finance qualifications are second to none and we regularly teach students who win national awards for exam success. Our commitment to ensuring students pass first time is paramount in all we do, and we support this with a free revision course guarantee for any unsuccessful candidates.

- Reed overall average
- National overall average

Data shown is average result over past six sittings

NEW PRODUCTS FROM REED LEARNING

All that's new in this edition of The Learning Directory

Brand new products



Eleanor Maimane (pictured) is Head of Faculty at Reed Learning.

"We're always working behind the scenes to research, update and improve the content and structure of the courses we offer. Our new programmes are the result of actively listening to delegates' feedback and understanding the needs of our client organisations. This helps us match your learning needs as precisely as possible" (or your money back – see page 4).

NEW for Autumn 2008

Take our free online assessment to find which level of IT training you should consider.

Visit www.reedlearning.co.uk/IT

Emotional Intelligence at Work 1 day, £499

A practical, hands-on approach to a fascinating and useful topic. Gain insights into how emotions shape our own and others' behaviour and build stronger workplace relationships through better control of emotional reactions. A course for anyone. **See page 30.**

Applied NLP for Managers 2 days, £895

Get more from your team and develop a positive, motivated working environment using practical techniques from the field of Neuro-Linguistic Programming. The course will teach workable ways to enhance your personal presence and easily build rapport. Highly beneficial for anyone with people management responsibilities. **See page 48.**

Understanding the City 1 day, £499

Everything you wanted to know about the city. A course for anyone involved in the financial markets, particularly those in a support or back office role, PAs, and suppliers to financial institutions. Build your confidence in financial jargon and develop your awareness of major forces at work in the world markets today. **See page 65.**

The Finance Director's Forum 1 day, £599

A forum for senior financial managers about to take the step up to Finance Director, and existing Finance Directors looking to network and broaden their understanding of the role. Run

by a hugely experienced board-level consultant, the course is an opportunity to share issues and learn from best-practice case studies. **See page 66.**

Managing Redundancy & Restructuring 1 day, £499

Get to grips with the legal and practical implications of redundancy programmes. Learn how to manage the restructuring project from start to finish. A course for HR managers and those responsible for a redundancy programme of any size. **See page 78.**

Selling Skills for Customer Services 2 days, £895

A pioneering course in a much-requested topic. Delegates will learn to take customer service to the next level; adding value to customer interactions and increasing sales for their organisation. The course looks at how to up-sell without coming across as a 'pushy sales person', using assertive techniques and professional customer service skills. **See page 99.**

Getting to Grips with Vista 1 day, £275

This course will provide you with the basic skills to make the most of the new features in Windows Vista to improve your general efficiency and business productivity. It's designed for anyone who has moved to the Windows Vista operating system who is struggling to understand and take full advantage of its many new features. **See page 107.**

Microsoft Business Certification 2 days, £545, London

The Microsoft® Business Certification is an internationally-recognised IT qualification proving an advanced standard in Microsoft Office software. We are now offering this qualification in Microsoft Excel, Word and PowerPoint. You'll increase your job satisfaction through less manual manipulation of data, more professional presentations and more structured use of the software. **See the qualifications on page 107.**



If your role requires intermediate or advanced use of Microsoft Office skills, turn to page 107 now for more information on getting qualified.

TAILORED TRAINING

Achieving results through collaboration

Tailored in-house courses

Call us now on 020 7520 6600 (south),
01625 416 904 (north) or 02890 248 347
(Northern Ireland and Ireland).

Any course in this directory can be customised to your needs and delivered at a location of your choice. In-house courses are simple to arrange and offer cost savings if you want to train five or more people. Alternatively, if you have a specific need we can design a programme just for you.

Three ways to run training in-house:

- 1. Standard:** choose a course from this directory and run it on your premises. The standard service provides an 'off-the-shelf' course, delivered to order.
- 2. Customised:** tailor one of our courses to your requirements. Clients find that incorporating real-life data, case studies and materials makes the course easier to engage with and put into practice.
- 3. Bespoke:** Sometimes we start with a blank sheet of paper and design a totally bespoke programme for our clients. With the option to choose from a huge range of delivery methods (from one-to-one coaching to drop-in training surgeries to outdoor teambuilding events) along with training needs analysis & post-course evaluation, this is our most comprehensive training service. Let us build precisely the training you need.

Tailored training: how we work

1. Get in touch

- ↓ Having identified a training need that may not be met by an open scheduled course, **call our customer services team on 0800 132 448**. They will direct you to one of our experienced, sector-specific account managers.

2. Needs analysis

- ↓ **An initial consultation** will help clarify what – and whether – training will provide the best return on investment for you. Effective communication and really listening to our clients' needs helps us begin to understand the culture and dynamics of your organisation, and therefore what methods will work best in practice.

3. Development

- ↓ With your objectives in mind, **your account manager will help you plan a programme** that gets the best from your training budget, no matter how large or small. A trainer with the most relevant experience and compatible training style will be selected, and you will receive a draft written programme outline for review.

4. Review

- ↓ **You will have the opportunity to review the course proposal**, discuss the best delivery methods with your trainer and make any revisions until you are completely satisfied with the content.

5. Delivery

- ↓ Then you just need to decide whether you want to run the course **on your premises or at an external location**, which we can arrange for you. All course materials will be provided (e.g. workbooks, certificates, evaluation forms, name cards, pads, pens and USB sticks), and these will be delivered to the course venue two days prior to your training event.

6. Evaluation

Within two weeks of the training taking place a **detailed summary report** will be emailed to you containing the trainer's and delegates' evaluation of the programme. The evaluation is an essential and interesting stage of the programme, and for longer programmes this feedback helps drive continual improvement.



FLEXIBLE WAYS TO LEARN

Straightforward training options to fit around you

Our training When you want it



Maybe you'd rather learn in the evening. Perhaps you'd like a short audio module in the topic you're interested in. Or maybe you can't take time out during the week and Saturday training would suit you best. However you'd like to learn, one of our flexible learning options will offer what you need, when you want it. See page 131.

The Saturday Supplement

1 day, £250, London

Choose one topic in the morning and another in the afternoon for a bespoke day's training on a Saturday. See page 134 for the range of topics available.

Speed Learning

90 minutes, £90, London

Attend a 90-minute course first thing in the morning or at the end of the day, and you'll still have time for a full day at work. See page 132 for dates, times and topics.

Coaching On Demand

1 hour, from £84, London

Important presentation looming? Stuck with a spreadsheet and need some advice? Call us and to arrange an hour's one-to-one coaching with an expert trainer after work. More information on page 133.

The Learning List

Our regular online reviews will help you choose the best, most interesting, fun or insightful business books, articles and downloads. The Learning List is updated each month. Visit www.reedlearning.co.uk/flex.

The Learning Passport

4 days' training, £1,000, range of UK locations

Want to cram a few courses into a short period of time? To immerse yourself in your learning and maximise your budget, choose a Learning Passport. For just £1,000 you can attend four days' training of your choice from this directory within a one-month period (saving up to £980). See page 133.

Training Surgeries

At your office (or wherever you choose)

One of our expert trainers can spend a day or more in your office, offering drop-in one-to-one sessions on a range of topics. Training Surgeries make good use of time as you don't need to go off-site, and offer the benefits of a personal coach to a large number of employees. Call 020 7520 6600 to discuss the options.

Personal Coaching Series

Six two-hour sessions over 6 months, location of your choice

A programme of face-to-face and telephone coaching with an expert. Benefit from dedicated support to identify and deal with obstacles that stand in the way of your success. Call 020 7520 6600 for information on our coaches and prices.



Learning-on-the-go™ audio coaching to download, FREE

Visit www.reedlearning.co.uk/onthego to download one of a huge range of 20-minute audio modules absolutely free. Topics range from The Art of Being Assertive to Thinking on Your Feet to The Art of Leadership to Spiritual Intelligence.



Learning
on the go

