



# Management and Personal Development Programme

Delivered by **happy** in partnership with the LVSC

2017



**happy** Serious learning

***Happy, in partnership with the London Voluntary Service Council (LVSC), is pleased to present our Management and Personal Development programme for March to August 2017.***

This range of courses have been designed to give you real skills that you can take back to the workplace, to help you to fulfil your potential. Our facilitators have years of experience, and our courses, facilitators and venue continue to receive outstanding feedback.

There are no requirements for any of the courses listed, and courses are open to learners from all sectors, including commercial, charity and public sector. All courses are priced to be affordable, particularly for small charities. There is no VAT to pay, and for small charities, prices start from £95 per person.

## **About Happy**

Established in 1987, Happy Ltd is an award-winning Learning and Development business. We provide training in several key areas, including Management, IT, and Personal Development. We aim to leave learners feeling inspired and excited about their new skills.

Our training focuses on our key principles, including that learners need to be involved in the training, and that training should be practical, interesting, engaging and fun. When people are feeling good about themselves and can see direct relevance to their job, they learn more.

We also ensure that all courses have small class sizes, for a truly engaging and interactive experience. This allows for personal attention from your facilitator so that all learners receive a great experience – and learn more.

“ ***A good introduction to Mindfulness, and good to get individual feedback and tuition from the tutor.*** ”

*Mindfulness*

Ben Haynes, January 2017



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And if you are not fully satisfied with your course, we offer a full money back guarantee.

# Our Dedicated Training Facility

All of our public courses take place at Happy's dedicated training centre in Aldgate, central London.

Refreshments are provided in our colourful and relaxing café area throughout the day. For all courses, we provide a delicious hot buffet lunch with a range of salad options. We provide a choice of two hot meals, with a vegetarian option always catered for as standard.

All learners receive a booklet to take away with them – full of thought-provoking exercises and additional material to refresh your memory about your training.



# Course Programme

	Days	Mar '17	Apr '17	May '17	Jun '17	Jul '17	Aug '17	Voluntary & Charities total staff (£ per delegate)			
								<15	16 to 30	31 +	Other
<b>Communication &amp; Writing Skills</b>											
Grammar & Punctuation: Getting It Right	1				13th			£95	£125	£180	£295
Writing Reports Effectively	1					18th		£95	£125	£180	£295

<b>Facilitation, Training &amp; Presentation Skills</b>											
Effective Presentation Skills	2			8 - 9th				£190	£250	£360	£590
Training the Non—Trainer	2				8th - 9th			£190	£250	£360	£590
Facilitating Groups Effectively		Group courses available						Please ask for details			

<b>Personal Effectiveness</b>											
Assertiveness	1		10th				7th	£95	£125	£180	£295
Assertiveness for Women	1	10th				14th		£95	£125	£180	£295
Be the Best You Can Be at Work	1				15th			£95	£125	£180	£295
Chairing Meetings	1				8th		11th	£95	£125	£180	£295
Creating Customer Delight	1	6th						£95	£125	£180	£295
Dealing with Difficult People	1			12th			21st	£95	£125	£180	£295
Effective Time Management	1		11th		5th		4th	£95	£125	£180	£295
Effective Minute Taking	1	20th		15th		3rd		£95	£125	£180	£295
Enjoy Parenthood, Enjoy Work	1		24th					£95	£125	£180	£295
Introduction to Emotional Intelligence	1				27th			£95	£125	£180	£295
Mindfulness	1			23rd			2nd	£95	£125	£180	£295
Resilience and Wellbeing	1					11th		£95	£125	£180	£295
Coping with Workplace Stress	1	Group courses available					15th	Please ask for details			

<b>Project Management</b>											
Project Management in a Day	1				30th			£140	£160	£345	£495
Project Management: Agile in a Day	1					14th		£140	£160	£345	£495
Introduction to Project Management	2				19 - 20th			£225	£330	£495	£950
Managing a Project Team	1	Group courses available						Please ask for details			

<b>Leadership &amp; Management</b>											
Managing for the First Time	2			4 - 5th		10 - 11th		£225	£330	£495	£950
Developing Your Skills as a First Time Manager	1	23rd		31st			24th	£140	£160	£345	£495
Managing Poor Performance	2		28th			17th		£140	£160	£345	£495

# Group Courses

If you have a group of five or more learners, why not book a private group course?

Our course programme can be delivered both in-house at your site if you have a suitable training room, or at our training centre in Aldgate. We can plan a date around your team's availability and the content can also be tailored to your needs.

If you can't see what you need on our course programme, do get in touch as our experienced facilitators are able to create custom courses just for you.



*“ Learned a lot in a relaxed and involved way. ”*

*Effective Minute Taking*

Shane Rowles,  
London Gypsy and Traveller Unit

	Voluntary & Charity under 15 staff	Voluntary & Charity 16 to 30 staff	Voluntary & Charity 30+ staff
<b>Prices for up to 12 delegates (per day)</b>			
Personal Effectiveness			
Communication & Writing Skills	£650	£800	£1,100
Facilitation, Training & Presentation Skills courses			
Leadership & Management	£1,000	£1,200	£1,500
Project Management			

	Public Sector	Private Sector
<b>Prices for up to 12 delegates (per day)</b>		
Personal Effectiveness		
Communication & Writing Skills	£1,200	£1,500
Facilitation, Training & Presentation Skills courses		
Leadership & Management	£2,250	£2,250
Project Management		

# Most Popular Courses

## *Effective minute taking*

This one-day minute taking workshop clarifies the purpose of minutes, examines the preparations needed before a meeting, explores the role of minute taker during meetings, and the planning required after a meeting. It looks at ways to save time when note-taking and how to reduce the stress which people experience when taking minutes.

## *Effective time management*

This one-day time management workshop explores the need for planning, organising, setting goals, and how to respond to day-to-day activities and demands. You will consider what methods of time management are possible in your personal situation and work environment, and will learn how to make time management a daily practice.

## *Assertiveness and getting your voice heard*

Our assertiveness programme is offered both as a female-only and as a mixed gender workshop. You will analyse your current behaviour patterns and situations where you are experiencing difficulty, and will learn and practice skills and techniques of assertive communication to express yourself more clearly, openly and confidently. You will also take away your own personal action plan to use beyond the programme.

## *Mindfulness*

This one-day programme introduces the concept of mindfulness and how this can be applied at home and at work. You will learn a simple meditation exercise that can be used at any time, and will be able to try a simple mindful body scan.

## *Introduction to project management*

This two-day workshop provides a valuable introduction to effective project management from developing the original project idea to writing the final project report. It includes a range of practical project planning and management tools and provides a handy guide to the 'jargon'.

Happy also offers 'Project Management in a Day' and 'Agile in a Day', which are designed for more experienced project managers who would like to learn in a more intense and faster paced way. Training in MS Project, both 2013 and 2016 versions, is also available as part of Happy's IT training programme — visit our website or contact us for more details.



# Terms and Conditions

## *Payment*

In order to maintain our low prices, we require payment within 7 days of the course start date. If payment has not been received by the course start date, we may not be able to let you join your course.

You can make payment by cheque, credit card or via BACS.

## *Transferring or cancelling courses*

You can transfer your place on the course to a substitute delegate free of charge.

In the event that you need to cancel or change your course, the following charges will apply:

14+ days before the course: free of charge

13 – 7 days before the course: 50% of the course fees

0 – 6 days before the course: 100% of the course fees

## *We accept the following payment methods*

**Cheques:** Please make cheques payable to London Voluntary Service Council.

**BACS:** You can find our bank details on your invoice, or speak to our Customer Services team for assistance.

**Card:** Please call our Customer Services team on 020 7375 7300 to make payment over the phone. Sorry, we don't accept American Express.

**“The course was excellent, the trainer was so good at adapting the pace and focus of the training, reacting to our questions. We had the benefit of being a smaller group so all able to ask direct questions. I got so much from this. Some real penny dropping moments — I would recommend this to all.”**

*Be the Best You Can Be at Work*

Amanda Elphick, February 2017

**“Well-presented course with good content, giving an overall understanding of project management — I would recommend for anyone who needs to catch up with jargon and charts!”**

*Introduction to Project Management*

February 2017

**“The venue is a really great place to be! It is so creative and it was a pleasure to spend time with the other like-minded people. The host were really entertaining.”**

*Creating Customer Delight*

October 2016

**“The tutor was brilliant, she was really helpful and it has helped me to excel at minute taking. Would recommend for sure! Thanks Janet!”**

*Effective Minute Taking*

Sarah Bicknell, January 2017

**“Great tutor, small group so very accessible training. Enjoyed it very much and found it very useful.”**

*Managing Poor Performance*

Georgina Deadman, January 2017

**“Indepth, enlightening and a great and inspiring trainer. I got a better idea of my skills and potential.”**

*Managing for the First Time*

Eva Favva, December 2016

**feefo** 

**All of these kind words are from customers who took the time to review us on Feefo.**







**Please contact us on:**

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