

**Welcome** to our latest newsletter for clients -- past, present and future. Thank you for your ongoing encouragement and feedback; we're so glad you find our newsletters useful.

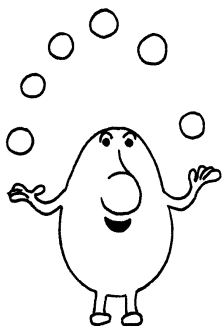
Here are some tips and ideas on the topics that our clients tell us are important to them; if however you are grappling with different issues, please let us know.

And do remember you can always use our training material with your own in-house trainers, when you buy one of our Ready 2 Train CD ROMs; look at our website for more details.

### **Project management**

Whether you are organising a fund raising event for your local community or coping with an office move, both are projects that need managing. One of our most successful workshops gives plenty of practical advice for those who have never managed a project before.

Here are a few tips to get you going: Know what you want to achieve and when. Find out who has a stake in your success. Also who could affect your success?



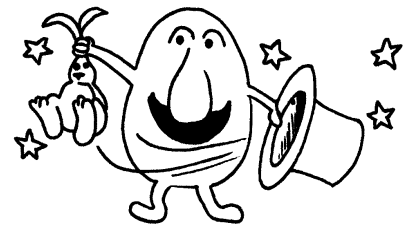
Your plan needs realism, perspective and clear focus. Do a feasibility study. Decide on your planning tools. These tools will then help you monitor your progress. Finally you need to manage all the people

involved: your colleagues or team, partners, steering groups, stakeholders, suppliers ...

### **Performance management**

Today we are all judged by our results, whether it's pulling rabbits out of hats or something more mundane! However the principles are the same.

What sorts of rabbits are we looking for, black, white, pedigree? How many rabbits are required and how often? What sort



of hat will be used? Should the rabbits be alive and kicking, stunned and in a daze or even dead? Who will assess when this is achieved?

Performance management is more than appraisals; it is about how we manage people and their work.

It is also about how we address under-performance in a constructive and positive way rather than defensively and obliquely.

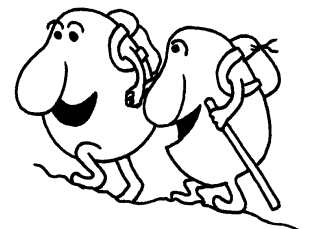
We can only do this if we know what standard of performance is required, if we have communicated this clearly to our staff and if we have given them the tools and training to achieve success.

Not all managers can say yes to all three!

### **Coaching and training for one!**

We have been amazed by the number of companies contacting us as a result of our listings in Learn Direct's website [www.hotcourses.com](http://www.hotcourses.com).

Organisations may only have one or two people needing training in a particular subject, but they aren't keen on open courses. They need something that works specifically for them. So we have adapted our standard training courses to help out and now we run coaching workshops in telephone sales, business letter writing, time management and more. These can be run for one or two people with the emphasis on learning new skills that can be applied immediately.

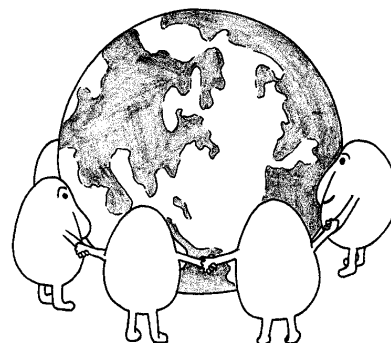


## Safeguarding adults and children

It seems that every day in the news we hear of a child or vulnerable adult that has been ill treated or abused. But how does this affect you? It may be that your organisation works directly or indirectly with children or vulnerable adults.

The Government is now encouraging organisations and businesses like yours to employ people with learning disabilities and there is help available for you to do this. Could this be a new opportunity for you? Trinity Training has been working with local authorities to prepare such people for paid work. Not only is this very satisfying, it is also rewarding to see people that society sometimes seems to write off, making a valuable contribution in a job alongside everyone else.

Safeguarding children must be a priority for everyone and yet often we point the finger of blame and responsibility at others. Whether you run a fostering agency, a nursery, a crèche, an after-school club or youth event, you need to train and keep retraining your staff and volunteers to make sure children really are protected.



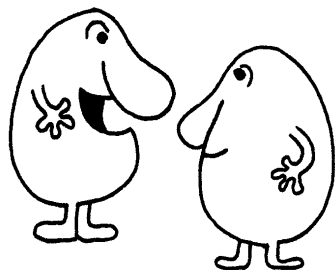
### STOP PRESS

Our Action on Abuse programme for care homes and agencies now includes the Mental Capacity Act.

### Perfect communication is impossib ...

Communication is a basic life skill but, while we learn the 3 Rs (reading, writing and 'rithmetic), who teaches us communication?

Yet more relationships break down because of communication breakdown.



*We don't talk anymore.  
They never listen!  
They don't understand.*

So it seems we are not as good at communicating as we think we are or need to be.

We spend a lot of time and energy putting right misunderstandings between staff, management and customers.

Don't take communication for granted! Think about what you can do to promote understanding and agreement within your organisation so everyone focuses on the future and not the past.

### Presentations – you either love them ... or hate them!

*Would you give a talk on ...?*

*What me? You must be joking!*

Is this your reaction or that of some of your staff? If so, a practical hands-on workshop may make all the difference. That is the testimony of many of our clients.

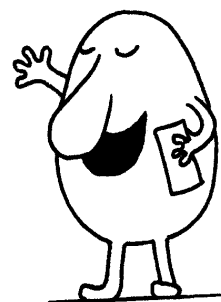
Some come with confidence but need to move up a notch for sensitive or controversial presentations.

Others come absolutely petrified with hearts racing and minds going blank.

Yet this is a key management skill needed in so many walks of life.

Why not give us a ring to see if we can coach or train some of your staff and managers.

One tip: when presenting, drink lime juice to avoid desert mouth syndrome.



### Contact details

Have any of these articles sparked your interest to know more? Are there other topics that are a thorn in your side at the moment? Then why not give us a ring and see if we can work it out together.

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