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# kenttrainers

## The Jumping Boy's Top Tips for January

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Courses coming up at Chilston Park, Lenham.

- [Team Leadership](#) (2 days) - 30<sup>th</sup> & 31<sup>st</sup> January
- [Communicate Assertively](#) - 31<sup>st</sup> January
- [Supervisory Management](#) - 7<sup>th</sup> February
- [Effective Sales Techniques](#) - 9<sup>th</sup> February
- [Customer Service](#) - 9<sup>th</sup> February
- [Chairing Productive Meetings](#) - 13<sup>th</sup> February
- [Office Management](#) - 13<sup>th</sup> February
- [Train the Trainer](#) (2 days) - 15<sup>th</sup> & 16<sup>th</sup> February
- [Project Management](#) (2 days) - 15<sup>th</sup> & 16<sup>th</sup> February
- [Report Writing](#) - 21<sup>st</sup> February
- [Internal Auditing for Quality Systems](#) - 22<sup>nd</sup> February

## A belated Happy New Year!

We hope you had an enjoyable Christmas break and we wish you a happy and prosperous New Year.

## How to get your message across

You have decided you want to improve your skills by attending a course. How do you go about letting your boss know and getting them to agree? Here are some tips on how to go about it.

### **Plan your request**

Preparation will allow you to think through:

- One, two or maybe three reasons why your employer should invest in your training
- What objections you might get, and your response to them

This will make your request more effective and leave you more confident.

### **Choose your time and place**

Set aside time to make your request, so that they know it is important, and do it somewhere that you won't be overheard, so you can discuss your request openly.

### **Use the word “I”**

This shows that you are taking responsibility for your request, as well as your development.

### **Make eye contact**

Look the other person in the eye when you want to be assertive. Be still and do not fidget or shuffle around. Standing your ground means literally, “standing your ground”.

### **Be ready to discuss your request**

You may need to justify your request, so take a little challenge as a positive sign that you have made an impression. After all, a challenge is not a straight “no”.

### **Respect their right to say “no”**

There may be lots of reasons why your employer cannot offer you training now. When you get a clear “no”, accept that there may be a good reason.

### **Make a counter offer**

Accepting a “no” does not mean there is no hope. Ask when the answer might be “yes”. What would you have to do? What circumstances would have to change? Aim for a commitment to grant your request, “subject to ...”

**Find out more** on our [Communicate Assertively and with Confidence](#) course at Chilston Park on 31<sup>st</sup> January.

## Find a Voice - our Charity of the Year for 2017

We are delighted to announce that [Find a Voice](#) is our 2017 Charity of the Year.

*Find a Voice works throughout Kent providing services to people who have severe speech, language or communication difficulties and require augmentative and alternative communication (ACC) support. They help people with conditions such as Multiple Sclerosis, Brain injuries, Learning Disabilities, Down Syndrome, Strokes, Dementia, Cerebral Palsy to mention just a few.*

We look forward to working with Find a Voice.

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***Find out more about our full training programme at [www.kenttrainers.co.uk](http://www.kenttrainers.co.uk), or call our office on 01732 808185.***

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