

PERSONAL DEVELOPMENT AND MANAGEMENT

MANAGING RELATIONSHIPS AT WORK

This course has a strong emphasis on practical learning and taking skills gained on the day back to the workplace. Delegates will understand and improve their own communication style while learning how to build and maintain rapport at work.

SUITABLE FOR:

Managers and team leaders who would like to ensure they communicate effectively with colleagues, team members and clients and build influential relationships.

COURSE CONTENT:

- > understand various methods of communication
- > communication styles and how to improve them
- > what motivates us?
- > how we make decisions
- > building and maintaining rapport
- > behavioural flexibility
- > understanding and dealing with conflict
- > communicating with the team
- > de-personalising criticism
- > improving relationships at work

DATES:	19 JANUARY, 18 MAY, 19 OCTOBER
COURSE TIMINGS:	09.30 – 17.00
COURSE LEADER:	KAREN PRICE
MEMBER PRICE:	£450 + VAT
NON-MEMBER PRICE:	£495 + VAT

DEVELOP YOUR EMOTIONAL INTELLIGENCE NEW

This one-day course provides an insight into Emotional Intelligence (EI). Through exercises and group discussions, delegates will be able to recognise their own and others' EI and learn how to use this knowledge practically to enhance their skills in the business environment.

SUITABLE FOR:

Anyone who wants to understand and know more about how emotions can influence and benefit our behaviour at work.

COURSE CONTENT:

- > what is Emotional Intelligence (EI)?
- > emotional identification, perception and expression
- > emotional understanding – self and others
- > emotional management – self and others
- > the business case for EI
- > emotions and their consequences
- > managing negative emotions
- > developing empathy
- > using EI to achieve goals
- > increasing self-awareness in others
- > improving emotional management

DATES:	23 MARCH, 1 OCTOBER
COURSE TIMINGS:	09.30 – 17.00
COURSE LEADER:	RICHARD MASTERS OR MARGARET WHITEFORD
MEMBER PRICE:	£450 + VAT
NON-MEMBER PRICE:	£495 + VAT

HOW TO BE ASSERTIVE NEW

Assertive behaviour can benefit individuals and the organisations they work for. This programme helps delegates to develop a plan to change their behaviour where necessary.

SUITABLE FOR:

Anyone wanting to understand their personal style and how adapting it can improve working relationships.

COURSE CONTENT:

- > behavioural styles
- > assertiveness and life positions
- > dealing with the negative
- > understanding and dealing with aggression
- > belief-driven behaviour
- > four cornerstones of assertiveness
- > using assertive language
- > building confidence and self-esteem
- > giving and receiving criticism effectively
- > questioning skills
- > active listening
- > guidance on how to deal with difficult situations

DATES:	24 JUNE, 15 DECEMBER
COURSE TIMINGS:	09.30 – 17.00
COURSE LEADER:	KAREN AND MARTIN PRICE
MEMBER PRICE:	£450 + VAT
NON-MEMBER PRICE:	£495 + VAT

RECRUITMENT AND SELECTION INTERVIEWING NEW

Recruiting the right person is a critical requirement for an organisation. This course helps delegates plan the recruitment process and prepare and conduct effective selection interviews.

SUITABLE FOR:

Anyone with responsibility for recruiting staff.

COURSE CONTENT:

- > defining the shape of the job, drawing up the job description
- > identifying the ideal candidate, designing the person specification
- > reviewing relevant employment legislation
- > advertising the job vacancy
- > selecting candidates for interview, sifting the CVs
- > conducting the selection interview
- > using competency-based questions
- > exploring support tools for the interview
- > making the decision to appoint
- > planning for and running the probationary period

DATES:	24 MARCH, 21 OCTOBER
COURSE TIMINGS:	09.30 – 17.00
COURSE LEADER:	PAUL STREETER
MEMBER PRICE:	£450 + VAT
NON-MEMBER PRICE:	£495 + VAT

ENT COURSES

EFFECTIVE STAFF PROMOTION NEW

This course helps participants make the transition from being one of the team to becoming its first-line leader. It examines the scope and responsibilities of the role and introduces the principles and skills of effective supervision.

SUITABLE FOR:

Newly appointed line managers and those who wish to progress into the post.

COURSE CONTENT:

- > what the job contains – analysis, key requirements, roles and responsibilities
- > meeting business objectives and developing relationships
- > formal and discretionary authority
- > liaising with management – when and how an effective team works
- > leadership style – directive and supportive activities
- > setting objectives
- > criteria for effective performance standards
- > methods of assessing and improving performance

DATES:	9 MARCH, 14 SEPTEMBER
COURSE TIMINGS:	09.30 – 17.00
COURSE LEADER:	RICHARD MASTERS OR MARGARET WHITEFORD
MEMBER PRICE:	£450 + VAT
NON-MEMBER PRICE:	£495 + VAT

PERFORMANCE MANAGEMENT NEW

Effective performance management is essential to help individuals develop their skills and capabilities so that they can achieve an organisation's strategic goals. Delegates will leave this course with a clear understanding of the benefits of performance management and how to avoid common pitfalls.

SUITABLE FOR:

Line management and HR professionals involved in making the performance management process an effective management tool.

COURSE CONTENT:

- > what a good performance management system can really achieve
- > making performance management a core activity for managers
- > linking performance management to strategic organisational goals
- > implementing performance management in the real world
- > competency frameworks and their role in performance management
- > creating a GAP analysis
- > personal development plans
- > giving regular and constructive feedback on performance
- > planning performance review discussions
- > handling difficulties

DATES:	7 MAY, 12 OCTOBER
COURSE TIMINGS:	09.30 – 17.00
COURSE LEADER:	RICHARD MASTERS OR MARGARET WHITEFORD
MEMBER PRICE:	£450 + VAT
NON-MEMBER PRICE:	£495 + VAT

LEADING SUCCESSFUL TEAMS

By focusing on the dynamics of their own team, delegates will discover the importance of effective team leadership and be able to recognise what makes an outstanding team.

SUITABLE FOR:

Anyone who leads a team and wants to improve both individual and group performance.

COURSE CONTENT:

- > what makes a leader?
- > leading v managing
- > leadership models and styles
- > what makes teams effective?
- > the theory of team development
- > situational leadership
- > group work on improving teamwork
- > what a leader should do and be

DATES:	2 FEBRUARY, 21 SEPTEMBER
COURSE TIMINGS:	09.30 – 17.00
COURSE LEADER:	KAREN PRICE
MEMBER PRICE:	£450 + VAT
NON-MEMBER PRICE:	£495 + VAT

MOTIVATION, DELEGATION AND EMPOWERMENT

Delegates will explore the importance of motivational factors while developing the ability to delegate effectively and understand the benefits of an empowered organisation.

SUITABLE FOR:

Managers and team leaders looking to achieve maximum success for their team, through improved motivation, delegation and empowerment skills.

COURSE CONTENT:

- > the importance of motivation
- > creating motivation
- > motivating the team
- > how to delegate effectively
- > delegation, not dumping
- > accountability – managing by objectives
- > coaching styles
- > influencing styles
- > the need for empowerment
- > organisational culture

DATES:	23 FEBRUARY, 22 JUNE, 5 OCTOBER
COURSE TIMINGS:	09.30 – 17.00
COURSE LEADER:	KAREN PRICE
MEMBER PRICE:	£450 + VAT
NON-MEMBER PRICE:	£495 + VAT

PERSONAL DEVELOPMENT AND MANAGEMENT

COACHING SKILLS FOR HIGH PERFORMANCE

By the end of this two-day course, delegates will understand how coaching can be used to improve the performance of individuals. They will also be able to set up a coaching relationship and facilitate a coaching session using real issues to create breakthrough results.

SUITABLE FOR:

Team leaders and those responsible for directing or facilitating the performance of others. Ideally, participants will have had some previous management training and a minimum of one year's management experience.

COURSE CONTENT:

- > managing v coaching
- > coaching's role in performance management
- > the coaching contract
- > the five levels of listening
- > language and its impact on results
- > working with values and motivation
- > the Dynamic coaching model
- > goal-setting techniques for optimum performance
- > belief mapping – what gets in the way of success?

DATES:	16/17 JUNE, 11/12 NOVEMBER
COURSE TIMINGS:	09.30 – 17.00
COURSE LEADER:	CHANTAL BURNS
MEMBER PRICE:	£900 + VAT
NON-MEMBER PRICE:	£990 + VAT

MANAGING CHANGE

With maximum opportunity to consider change issues in their business, delegates will work on action plans for current or future changes learning how to manage a change programme effectively.

SUITABLE FOR:

Managers and team leaders who need to manage their own and others' responses to change in their organisation.

COURSE CONTENT:

- > the forces of change
- > personal impact of change
- > dealing with beliefs around change
- > managing stress
- > incremental and fundamental changes
- > analysing the change
- > prospects for successful change
- > communicating the change
- > facing up to the issues
- > working through current and future changes at work

DATES:	2 MARCH, 6 JULY
COURSE TIMINGS:	09.30 – 17.00
COURSE LEADER:	KAREN PRICE
MEMBER PRICE:	£450 + VAT
NON-MEMBER PRICE:	£495 + VAT

MANAGING POOR PERFORMANCE NEW

Recognising and addressing poor performance is an essential skill for all line managers. This course looks at the most effective ways of achieving this and explores the skills and techniques required to help individuals turn their performance around.

SUITABLE FOR:

Anyone responsible for managing the performance of others.

COURSE CONTENT:

- > establishing delegates' own real-world situations
- > defining poor performance
- > distinguishing between conduct and capability
- > reviewing relevant employment legislation
- > considering the importance of job descriptions
- > setting performance standards, agreeing performance measures
- > planning and preparing for the poor performance interview
- > conducting the interview, exploring the stages involved
- > communicating effectively, maintaining control

DATES:	21 MAY, 8 DECEMBER
COURSE TIMINGS:	09.30 – 17.00
COURSE LEADER:	PAUL STREETER
MEMBER PRICE:	£450 + VAT
NON-MEMBER PRICE:	£495 + VAT

MANAGING CONFLICT

By the end of the day, delegates will be able to explain why conflict occurs and how they can manage issues and conflict situations between members of staff more effectively.

SUITABLE FOR:

Individuals who would like to feel more confident when handling conflict issues.

COURSE CONTENT:

- > what is conflict?
- > the different types of conflict
- > why conflict happens
- > open and underlying conflict
- > diffusing aggression
- > being assertive in conflict
- > how to handle conflict effectively
- > techniques to use

DATES:	29 APRIL, 18 SEPTEMBER
COURSE TIMINGS:	09.30 – 17.00
COURSE LEADER:	CATHERINE FLINTOFF
MEMBER PRICE:	£450 + VAT
NON-MEMBER PRICE:	£495 + VAT

ENT COURSES

EFFECTIVE DISPUTE RESOLUTION: MEDIATION FOR HR PROFESSIONALS

This course will help HR professionals embrace and employ a process for dispute resolution and conflict prevention. Government legislation is anticipated in 2009 which will demand that HR professionals demonstrate effective mediation practice before attending tribunals. This course will save time and money for the business and provide security through effective skills deployment in this difficult area.

SUITABLE FOR:

HR managers or those with responsibility for the wellbeing of staff.
Directors who wish to learn professional techniques for resolving disputes to stop escalation and tribunals.

COURSE CONTENT:

- > the case for mediation – what is it?
- > the benefits of introducing the process into an organisation's culture
- > future government legislation and mediation
- > a proactive, people-focused tool
- > the opportunity that is mediation
- > assertive management
- > principled negotiation
- > maintaining poise under pressure

DATES:	20 MAY, 18 NOVEMBER
COURSE TIMINGS:	09.30 – 17.00
COURSE LEADER:	SCOTT CARSON
MEMBER PRICE:	£450 + VAT
NON-MEMBER PRICE:	£495 + VAT

MAKE A POSITIVE IMPACT AT WORK

By the end of the session, individuals will be able to identify how they are perceived by others, and plan what they can do differently to create a stronger positive image at work.

SUITABLE FOR:

Individuals who would like to present a positive image and increase their personal impact at work.

COURSE CONTENT:

- > the importance of making an impact
- > assumptions and perceptions
- > being organised and prepared
- > creating the right image in meetings
- > building rapport
- > adapting to others
- > being assertive
- > structuring communication
- > setting challenges – action-planning

DATES:	3 JUNE, 11 NOVEMBER
COURSE TIMINGS:	09.30 – 13.30
COURSE LEADER:	CATHERINE FLINTOFF
MEMBER PRICE:	£345 + VAT
NON-MEMBER PRICE:	£380 + VAT

MANAGING EFFECTIVE MEETINGS

By the end of the session delegates will be able to apply new facilitation techniques to run more productive meetings.

SUITABLE FOR:

Managers who are required to run meetings as part of their role.

COURSE CONTENT:

- > what is the role of a facilitator?
- > the skills required for effective facilitation
- > setting the scene – planning for meetings
- > keeping focus – structuring meetings
- > facilitative questioning techniques
- > handling challenging behaviour
- > committing to actions
- > running a meeting in practice
- > action planning – applying key learning points back in the workplace

DATES:	22 APRIL, 17 SEPTEMBER
COURSE TIMINGS:	09.30 – 13.30
COURSE LEADER:	CATHERINE FLINTOFF
MEMBER PRICE:	£345 + VAT
NON-MEMBER PRICE:	£380 + VAT

MASTERING INFLUENCE NEW

This course will help delegates to speed up decision-making and secure agreement with minimal resistance. Delegates will learn powerful new strategies that will aid their influencing skills.

SUITABLE FOR:

Those who want to take their influencing and persuasion skills to the next level – from communicating ideas in a meeting, motivating staff or getting buy in to a new idea.

COURSE CONTENT:

- > the structure of language and its relationship with influence
- > the hidden persuaders in language
- > recognising and appealing to different motivations
- > how appropriate questions can accelerate agreement
- > working with people's decision strategies
- > questions for possibility – unlocking stuck situations
- > positioning ideas for maximum impact

DATES:	15 MAY, 27 OCTOBER
COURSE TIMINGS:	09.30 – 17.00
COURSE LEADER:	CHANTAL BURNS
MEMBER PRICE:	£450 + VAT
NON-MEMBER PRICE:	£495 + VAT

PERSONAL DEVELOPMENT AND MANAGEMENT

CREATIVITY AND PROBLEM-SOLVING NEW

This course will help each delegate to explore their innate creative skill by arming them with a problem-solving process and practical approaches to enable them to be remembered by clients for positive reasons.

SUITABLE FOR:

Managers and staff who recognise that creativity is the route to problem-solving but who lack the necessary process to deliver it in the workplace.

COURSE CONTENT:

- > a creativity audit
- > the process of creativity explained
- > creativity and problem-solving applied
- > developing a creative culture
- > reviewing success
- > creating memorable presentations
- > becoming a more positive person
- > leading sessions

DATES:	21 MAY, 10 DECEMBER
COURSE TIMINGS:	09.30 – 17.00
COURSE LEADER:	ANDREW MILBOURN
MEMBER PRICE:	£450 + VAT
NON-MEMBER PRICE:	£495 + VAT

TIME MANAGEMENT: PRIORITISING FOR SUCCESS

This programme covers the most up-to-date techniques to help delegates to increase the profitability of their organisation through a more effective use of time and organisational skills.

SUITABLE FOR:

Anyone who would like to understand how to maximise time to its greatest effect.

COURSE CONTENT:

- > what is time management?
- > the benefits of time management
- > what shapes our time?
- > tackling time stealers
- > organisation and preparation
- > time management techniques
- > finding what works for individuals

DATES:	30 APRIL, 23 OCTOBER
COURSE TIMINGS:	09.30 – 17.00
COURSE LEADER:	CATHERINE FLINTOFF
MEMBER PRICE:	£450 + VAT
NON-MEMBER PRICE:	£495 + VAT

MANAGING STRESS IN THE WORKPLACE

By the end of the session, delegates will be able to recognise the early symptoms of stress and will have strategies and techniques to be able to deal with stress-related issues.

SUITABLE FOR:

Anyone who experiences stress or who manages individuals who work under pressure and are vulnerable to stress.

COURSE CONTENT:

- > defining positive and negative stress
- > the causes of stress
- > recognising the physical and behavioural symptoms
- > identifying strategies for coping with stress
- > using techniques when dealing with stress in others
- > providing ongoing support

DATES:	23 APRIL, 9 OCTOBER
COURSE TIMINGS:	09.30 – 17.00
COURSE LEADER:	CATHERINE FLINTOFF
MEMBER PRICE:	£450 + VAT
NON-MEMBER PRICE:	£495 + VAT

MAKING AN EFFECTIVE BUSINESS CASE

Managers compete for resources and developing a strong business case can mean the difference between obtaining commitment and approval for investment or seeing resources allocated elsewhere. This course provides a framework for developing an effective business case and explains why the ability to present and sell a proposal convincingly is often the key to success.

SUITABLE FOR:

Any managers who would like their internal colleagues or external partners to say yes more often.

COURSE CONTENT:

- > researching and understanding the decision makers
- > feasibility studies – what is needed and how to present them
- > the art of presenting benefits, not features
- > developing a successful business case – what to include and how to add impact
- > planning to negotiate – what is valuable to one party but cheap for the other

DATES:	27 MARCH, 13 OCTOBER
COURSE TIMINGS:	09.30 – 17.00
COURSE LEADER:	ANGELA HATTON
MEMBER PRICE:	£405 + VAT
NON-MEMBER PRICE:	£450 + VAT

ENT COURSES

EFFECTIVE BUSINESS WRITING NEW

A lively session that covers all aspects of writing and presenting business documents. The workshop will include practical exercises and a chance to look at delegates' own material where possible.

SUITABLE FOR:

Delegates who are seeking to improve the writing and presentation of all business documents they produce as part of their work including emails, letters, reports and proposals.

COURSE CONTENT:

- > words and numbers – the costs and benefits of maintaining clear business communication
- > how people read
- > plain English tips to use in everyday business writing
- > sentence construction – how many words?
- > effective emails and letters – email etiquette and letter-writing guidelines
- > what the end user wants from proposals and tenders – style, structure and approach
- > planning, presenting and structuring reports that colleagues and clients will actually read
- > writing for newsletters and websites – language and structure
- > common language and grammar mistakes to watch out for
- > methods for checking and proofreading business documents

DATES:	16 JUNE, 22 OCTOBER
COURSE TIMINGS:	09.30 – 13.30
COURSE LEADER:	DAVID MASCORD
MEMBER PRICE:	£315 + VAT
NON-MEMBER PRICE:	£350 + VAT

FINANCE FOR NON-FINANCIAL MANAGERS

The course will enable delegates to understand the basics of finance and to feel comfortable discussing the subject within their organisation.

SUITABLE FOR:

All executives who are not financial specialists.

COURSE CONTENT:

- > understanding the role of finance in a company – where does the money come from?
- > what is shareholder value?
- > the benefits of mastering key financial concepts
- > reading financial statements
- > the profit and loss account
- > the balance sheet
- > cash-flow accounts
- > interpreting financial statements
- > defining key ratios
- > calculating profitability
- > establishing liquidity
- > recognising and analysing trends
- > using financial statements as management tools

DATES:	26 JUNE, 24 NOVEMBER
COURSE TIMINGS:	09.30 – 17.00
COURSE LEADER:	COLIN WILLISHER
MEMBER PRICE:	£450 + VAT
NON-MEMBER PRICE:	£495 + VAT

MASTERING BUDGETS AND FORECASTS

The day will enable delegates to construct realistic budgets and make accurate forecasts, thus enabling them to make more effective contributions to their organisations.

SUITABLE FOR:

All personnel who are required to construct budgets and forecasts.

COURSE CONTENT:

- > budgeting for cash
- > budgeting for profit
- > monitoring costs against budget
- > monitoring performance against budget
- > evaluating the long-term financial impact of management decisions

DATES:	28 APRIL, 30 OCTOBER
COURSE TIMINGS:	09.30 – 17.00
COURSE LEADER:	COLIN WILLISHER
MEMBER PRICE:	£450 + VAT
NON-MEMBER PRICE:	£495 + VAT

INTERPRETING FINANCIAL STATEMENTS: WHAT THE FIGURES REALLY MEAN

This course will develop delegates' knowledge beyond the basic understanding of finance in business. It will also increase their awareness and understanding of how financial specialists think and operate.

SUITABLE FOR:

Those with some knowledge of finance in business. This is either a stand-alone day or a follow-up day to Finance for non-financial managers.

COURSE CONTENT:

- > beyond the balance sheet
- > what do the numbers really say?
- > can we always believe the numbers?
- > some classic financial scams
- > the paper trail – one year's figures or 10?
- > reading the financial pages
- > what's the real story?
- > reading the small print
- > the financial people network
- > understanding what counts in finance
- > impressing financial specialists
- > defining financial objectives
- > taking financial decisions
- > turnover is vanity – profit is sanity

DATES:	28 JANUARY, 30 JULY
COURSE TIMINGS:	09.30 – 17.00
COURSE LEADER:	COLIN WILLISHER
MEMBER PRICE:	£450 + VAT
NON-MEMBER PRICE:	£495 + VAT

PERSONAL DEVELOPMENT AND MANAGEMENT COURSES

INTERPRETING STATISTICS AND NUMBERS

This course will enable delegates to understand how statistics are created and to assess the varying levels of confidence in the results. Delegates will also be shown how to accurately interpret what the numbers say and then be able to use statistics effectively.

SUITABLE FOR:

All delegates who use statistics.

COURSE CONTENT:

- > descriptive statistics
- > inferential statistics
- > variables
- > parameters
- > statistics
- > summation notation
- > measurement scales
- > using the numbers effectively

DATES:	26 FEBRUARY, 25 AUGUST
COURSE TIMINGS:	09.30 – 17.00
COURSE LEADER:	COLIN WILLISHER
MEMBER PRICE:	£450 + VAT
NON-MEMBER PRICE:	£495 + VAT

ADVANCED PRESENTATION SKILLS

All presentations tell a message and need to influence action at some level. By the end of the session, delegates will have integrated some powerful techniques to have their audience engaged by the presentation.

SUITABLE FOR:

Those with a minimum of one year's presenting experience who want to take their skills of audience engagement to the next level. For all disciplines.

COURSE CONTENT:

- > a structure that appeals to all
- > words and language for ultimate influence
- > how to make ideas irresistible
- > the importance of storytelling to engage the audience
- > headlines for maximum impact
- > how to use props effectively
- > pace and pause – how to keep the audience hooked

DATES:	19 FEBRUARY, 13 MAY, 13 AUGUST
COURSE TIMINGS:	09.30 – 17.00
COURSE LEADER:	CHANTAL BURNS
MEMBER PRICE:	£450 + VAT
NON-MEMBER PRICE:	£495 + VAT

POWERFUL PRESENTATIONS

By the end of the day, delegates will be able to identify how to design and deliver presentations with maximum impact.

SUITABLE FOR:

Executives with no previous training in presenting who would like to develop their skills to design and deliver powerful presentations.

COURSE CONTENT:

- > preparing for the presentation
- > designing the presentation
- > using visual aids
- > maximising the impact using body language
- > making the most of the voice
- > building the relationship with the audience
- > dealing with nerves
- > handling questions effectively
- > presentation practice

DATES:	1 APRIL, 26 AUGUST
COURSE TIMINGS:	09.30 – 17.00
COURSE LEADER:	CATHERINE FLINTOFF
MEMBER PRICE:	£450 + VAT
NON-MEMBER PRICE:	£495 + VAT

“A very worthwhile course. The trainer presented the material in an entertaining and constructive way. I enjoyed it.”

Neil Browning, Hemming Group,
Managing stress in the workplace

COURSE LEADERS

Charles Arthur

Charles is business development director of Alliance Media Services, a publishing services company specialising in circulation consultancy, database marketing and subscription fulfilment. Previously, Charles ran his own UK based circulation marketing and training business, Artorius Consulting, for seven years. He has also been an executive director at Miller Freeman Direct.

Debbie Bowman

Debbie is an experienced advertisement sales director who has managed large sales teams in both the national newspaper and consumer magazine market.

Wendy Bristow

Wendy has been a journalist on consumer titles for over 20 years as well as launch editor of *more!* and deputy editor of *Company* and *Cosmopolitan*. She is also a trained coach specialising in working with writers and editorial people.

Lynda Burgess

Lynda has 17 years of publishing experience including 12 years online. She has worked as both editor and publisher on both online and offline products. Lynda was group online editor at Future Publishing and also worked with RBI to help integrate their online and offline strategy.

Chantal Burns

Chantal has a wealth of experience in media sales and management, having worked at some of the UK's leading publishing companies, managing high performance teams in press and digital. She launched a training and coaching consultancy eight years ago. A qualified performance coach and facilitator, Chantal specialises in digital sales, personal effectiveness and communications skills training.

Scott Carson

Scott is a director of sales consultancy Kiss the Fish and a qualified CEDR (Centre for Effective Dispute Resolution) mediator. He has worked with the Police specialising in re-engaging with teenagers with SEBD (Social and Emotional Behaviour Difficulties). He now works with HR professionals and managers in the areas of conflict prevention and resolution.

Peter Dear

Until 2000, Peter was deputy chief executive of PPA with a wide portfolio of magazine industry and publishing responsibilities. He has been involved with many training initiatives and has developed and run a varied range of successful courses.

Richard Dennys

Richard is an online entrepreneur and public speaker with a track record in online sales and marketing. He built up a business with annual sales of over £3m on a marketing spend of under £50,000 per year in under three years. He now offers his insights and skills to media owners through PPA.

John Dyson

John started reporting for national dailies then turned freelance. For 40 years he has written technical, investigative and adventure stories all over the world mainly for *Reader's Digest*. Recent assignments include Chernobyl and Soweto. He has also written a number of TV documentaries and 22 books.

Annemarie Flanagan

Annemarie is a journalist with 20 years' experience. Previously a reporter and producer for BBC radio and television, she now writes features for magazines and newspapers with clients including *The Guardian*, *Daily Telegraph*, *Daily Express* and *Sunday Express*. She is an experienced freelance media trainer.

Catherine Flintoff

Catherine has over a decade's experience in media sales management. She has led successful teams across several media platforms including publishing, internet, radio and interactive TV. In 2002 she launched Mascot, a management and sales training consultancy. She holds the CIPD (Chartered Institute of Personnel Management) Certificate in Training Practice.

Toby Goldblatt

Toby is a digital consultant and company director with over 15 years of experience. He works with a number of UK and international clients developing their digital business approaches. Clients have included Barclays, Christian Aid, Modem Media, HP, IBM, BT, and UBS.

Terry Grimwood

Terry's varied career in magazine publishing has included eight years as marketing director of Seymour Distribution and publisher of market-leading titles such as *Computer Shopper*. He also runs a successful research company and publishing consultancy.

Angela Hatton

Angela is a specialist in strategic and operational marketing. Her current publishing sector client base includes IPC Media and Telegraph Media. Two of her books *Definitive Guide to Marketing Planning* and *Definitive Business Pitch* are available in several languages worldwide.

Caroline Hiller

Caroline has worked in magazine publishing for over 25 years. Her career includes seven years as publishing director for Haymarket Publishing. She has more than 10 years' experience as a trainer and is an assessor on PPA's Diploma in Publishing.

Jocelyn Hughes

Having enjoyed a successful career in training management within blue chip organisations, Jocelyn began working as a freelance consultant in 1998. Jocelyn has over 20 years of experience and 14 years as a soft skills trainer in these environments.

Mary Langan

Mary is a highly experienced advertising sales director. Her career spans business and professional, customer and consumer magazines. She has managed large sales teams across classified, display, creative solutions and digital.

Lynette Lowthian

Lynette is a working journalist with more than 20 years' experience. She is publishing editor of the family life magazine, *Right Start*. She has worked as a trainer for more than 10 years. Clients have included Redwood, Hachette Filipacchi, Quantum, Redactive, Informa and The Institute of Physics.

Rob Lowthian

Rob is a through-the-line copywriter with 17 years' experience at Lowe Broadway writing business and consumer ads for press, radio, direct mail, promotions and more.

Brendan Martin

Brendan is a freelance journalist and journalism trainer, contributing to a wide range of newspapers and magazines. He has worked for *The Times*, *Daily Express*, *Sunday Mirror*, *Music Week*, *Computer Weekly*, *Woman's Own* and the Irish Independent Group.

David Mascord

David has more than 15 years' experience in journalism working as a reporter, feature writer, sub-editor and editor on monthly and weekly business and consumer magazines. He spent four years as editorial training manager at Reed Business Information.

Richard Masters

Richard specialises in delivering management and leadership development programmes, including corporate strategy development. He has 27 years' experience in the financial services sector at all levels from retail branch to corporate banking with HBOS. Richard is also a master practitioner for NLP.

Karen May

Karen has been a magazine journalist for more than 20 years and has been editor of five business and consumer magazines. Since 1997, she has been a freelance editor, copywriter and trainer for a range of clients including IPC Magazines, Future, Telegraph Media and BBC Magazines.

Julian Mayers

Julian has been producing radio programmes for the BBC for over 13 years. In 2005 he and Laurence Lennard, also ex-BBC TV, created yada-yada productions. They now offer video and audio production and training.

Kevin McCormick

Kevin runs ascallen, a consultancy that works with UK and international publishers on circulation and total audience strategy. His previous roles included European circulation and marketing director at Rodale and circulation director at IPC Media.

Darren McGrath

Darren started his career as a graduate trainee at Haymarket Business Publications. Darren now runs a leading independent training consultancy that specialises in delivering bespoke training services for the publishing and events markets.

Jennifer Menten

Jennifer is a direct marketing copywriter and creative consultant specialising in subscription marketing. Trained in New York, she has won more than 25 creative awards and worked with magazine clients on both sides of the pond. These include: Condé Nast, National Magazine Company and BBC Worldwide.

Christine Michael

Christine has been a magazine journalist for over 25 years and has edited six titles in business and consumer markets. In 2008 she launched *Sweet Magazine*, a newsstand health title for an independent publisher, which she edits as well as writing and training.

Andrew Milbourn

Andrew is CEO of sales consultancy Kiss the Fish. He has worked across many industries including fmcg, packaging, cars, retail and media. He was Future's first advertisement sales director and has created a unique value-centred approach to selling magazines.

Nick Molden

Nick has more than 10 years' experience in magazine publishing and runs Oxford Indices, a specialist firm that optimises the magazine supply chain for publishers and retailers. He has previously worked at Haymarket Publishing and United Business Media.

James Morrison

James has been a journalist for more than 14 years and is a freelance feature writer and journalism trainer. He has worked for the *Press Association*, *Daily Mail* and the *Independent on Sunday*. He is now a senior lecturer in writing, public affairs and politics and media management at Kingston University and recently finished work on the new NCTJ core textbook for public affairs for Oxford University Press.

David Nutt

David has over 30 years' intensive subscription marketing experience in organisations such as Consumers' Association and Stonehart Publications. He now runs his own specialist marketing consultancy, handling subscription marketing assignments for a variety of magazine, newsletter and journal publishers – from *Time Out* to *Training Journal*.

Karen and Martin Price

Karen and Martin are partners in KMP Training and Consultancy, a major provider of management training for clients in magazines, newspaper and radio.

Debra Sharron

Debra was an IPC graduate trainee who became an ad manager before joining the National Magazine Company as corporate promotions director. She now runs an independent media sales training consultancy while still managing a number of sales and promotions projects.

Ingrid Shields

Ingrid has been an editorial designer for over 12 years and is a freelance editorial design consultant and trainer. After her role as Group Art Director for FT Business magazines, she joined Belknap + Co, an award winning editorial design consultancy. She now specialises in concepts, design development and launches.

Duncan Smith

Duncan is a director of iCompli Ltd and a trainer on information law and privacy. iCompli specialises in delivering compliance solutions in the arena of information law, privacy and corporate social responsibility. He is an experienced speaker and motivator and delivers solutions to a wide cross section of UK industries.

Sally Stanley

Sally started her career in media sales in 1978 with Haymarket Publishing. Having spent seven years with a media training company, she now runs her own sales training consultancy.

Paul Streeter

Paul established his own training consultancy in 1989, specialising in the areas of professional sales and people management. Before that, he worked in the City, including three years as the management training advisor for a publishing organisation and four years as the training manager for a leasing company. To date, he has worked with 60 organisations, on a national and international level. He is a member of the Chartered Institute of Personnel Development.

Kathy Watson

Kathy is senior lecturer in journalism at the University of Greenwich and a business journalism trainer of long-standing. She has written for a wide range of business publications in various senior roles for more than two decades.

John Weir

John has been a successful publisher of both magazines and websites. For five years, he led the Technology and Internet strategy at Future where he launched more than 25 magazines and websites, including *Internet Works*, *Digital Camera Magazine* and *Microsoft Windows XP – The Official Magazine*. He is now a consultant for magazine and newspaper publishers.

Margaret Whiteford

Margaret has worked with a number of international magazine publishers for the last 20 years in a variety of marketing services and consulting assignments. In 2006 she created The Ignite Partnership and currently works as a coach and mentor, combining her business experiences with the management and leadership development skills of partner Richard Masters.

Colin Willsher

Colin has been a trainer for over 30 years and currently specialises in management, leadership and sales and marketing areas. His experience in the publishing industry covers regional newspapers, business and consumer publications, customer magazines, directories and the web. His responsibilities have included various roles in advertisement sales, newspaper sales, subscription sales, sales management, general management and marketing.

Brian Wiseman

Brian's career has been in marketing communications, with an emphasis on exhibitions. In his 35 years in the industry, he has launched magazines and exhibitions including *FHM* in 1983, a fashion exhibition for Blenheim in 1990 and the record-breaking *Erotica* in 1997. He is now a consultant.