



BPP Professional Development 2017 Personal Development Programme

Programme Guide

Course Title	Date	Outline	Cost
Time management	6 February, 12.00 – 14.00	<ul style="list-style-type: none"> Personal time management skills are essential for effectiveness at work During this course delegates will identify their personal “time- stealers”. Once identified, they can then determine the actions they need to take to gain control of the time they have available, in order to maximise their personal productivity By the end of the course delegates will understand the importance of planning and prioritisation of their work 	£99.00
Managing pressure to prevent stress	6 March, 12.00 – 14.00	<ul style="list-style-type: none"> Identify the signs, symptoms and potential causes of stress Identify actions you can take to deal with pressure and demands more effectively Recognise the steps you can take to minimise stress in yourself 	£99.00
Contributing to a team	27 March, 12.00 – 14.00	<ul style="list-style-type: none"> Define the characteristics of effective teamwork List and demonstrate the attributes of a good team player Identify the key team roles and the characteristics of each Learn how to develop a group of individuals into a high performing team 	£99.00
Responding to change positively	10 May, 12.00 – 14.00	<ul style="list-style-type: none"> Identify and understand resistance to change Plan and prepare action plans for successfully implementing change. 	£99.00
Building rapport	7 June, 12.00 – 14.00	<ul style="list-style-type: none"> Define rapport and the different levels Recognise the behavioural preferences of others Techniques to adapt your behaviour and develop rapport Putting the theory into practice 	£99.00
Building a personal brand	23 June, 12.00 – 14.00	<ul style="list-style-type: none"> Define the term personal brand Recognise the impact your personal brand can have on your organisation’s brand Take steps to start creating your own personal brand 	£99.00
How to handle angry clients	3 July, 12.00 – 14.00	<ul style="list-style-type: none"> Determining the cause of a customer’s anger Methods of diffusing anger Taking steps to deliver an acceptable solution 	£99.00
Communication – right first time	5 September, 12.00 – 14.00	<ul style="list-style-type: none"> An overview of how good communication is crucial to the effectiveness of all organisations Improve an individual’s interpersonal communication skills through awareness of personal styles Discussion and practice of alternative approaches when communicating with others 	£99.00

Holding difficult conversations	6 October, 12.00 – 14.00	<ul style="list-style-type: none"> • Better understand the motivation of difficult people • Identify different personalities and behaviour patterns • Understand how you respond to conflict • Follow a simple structure to handle difficult conversations 	£99.00
Emotional intelligence	11 October, 12.00 – 14.00	<ul style="list-style-type: none"> • Define emotional intelligence • The key characteristics of emotional intelligence • Identify how emotions can affect performance at work • Describe key techniques to control your emotions to respond appropriately 	£99.00
Constructive conflict management	7 November, 12.00 – 14.00	<ul style="list-style-type: none"> • This course will look at the importance of finding the true cause of conflict • You will identify those situations within your control; those you can influence and those you cannot control • You will also identify different personal styles and learn to make a conscious choice about your attitude and behaviour in order to respond appropriately to, and manage, conflict 	£99.00
Introduction to networking	27 November, 12.00 – 14.00	<ul style="list-style-type: none"> • Prepare for networking events • Create that powerful 'first impression' • Learn to remember people's names • How to join and leave groups with ease • Make yourself memorable 	£99.00
Developing resilience	11 December, 12.00 – 14.00	<ul style="list-style-type: none"> • Personal resilience is arguably the most important resource for coping well during challenging times • This session will explore the options available to help staff bounce back after a setback and develop their resilience to future challenges 	£99.00



This programme of courses is designed to develop personal effectiveness, impact and productivity at work by focusing on the essential ‘soft’ skills, attitudes and behaviours necessary to be highly efficient in the workplace.

Presenters

The programme is presented by BPP Professional Education tutors.

Venue

All sessions will take place at BPP Professional Education, Whiteley Chambers, 39 Don Street, St Helier, Jersey, JE2 4TR

Costs

Prices do not include GST. Those organisations or individuals who are not exempt from GST will pay an additional 5%.

Discount

Delegates or organisations booking 6 or more sessions at the same time, from any Professional Development programme, will receive one session free of charge. The session is to be used by the end of December 2017.

How to book

Simply complete the booking form at the back of this brochure and forward to maxinepreddy@bpp.com
Bookings should be received 7 days before the start of the course. If this is not possible please contact Maxine on 711803.
Once BPP has received your booking we will send you confirmation along with full joining instructions.

Change of date, venue or tutor

BPP reserves the right to change course dates, venues or tutors, or cancel in exceptional circumstances. We will of course advise you of any changes as early as possible.

Terms & conditions

If you need to make amendments you can email maxinepreddy@bpp.com. We will accept name changes at any point up to the start of the course free of charge. If it becomes necessary to cancel a course delegate the following policy will apply:
Cancellations 28 days or more in advance, no charge/full refund. Cancellations 27 - 7 days in advance, 50% charge. Cancellations less than 7 days in advance, no refund

Personal Development Booking Form

Personal details		Authorisation to invoice employer		
Title	Date of Birth	Company Name		
First Name		Company Billing Address		
Last Name				
Home Address		Town/City	Post Code	
Town/City	Post Code	Authorising Manager		
Email		Job Title	Tel	
Tel		Email		
Signature*		Authorising Signature*		
<p>*Student signature, by signing, I accept BPP's Privacy Policy (as amended from time to time) and consent to BPP providing the personal data (including sensitive personal data) to my Employer. By submitting this application form, I confirm that I agree to the terms and conditions applicable to the course(s) and study materials.</p>		<p>*I am authorized by the above company to authorize payment of the course and study material fees set out in this application form and , by signing this application, I confirm that the above company agrees to the terms and conditions applicable to such sponsorship and set out in the terms and conditions applicable to the course(s) and study materials</p>		
<p>Please circle as applicable below</p> <p>Self-funded Employer funded</p>		GST ISE Number		
		PO Number		
		Accounts Payable Tel		
		Accounts Payable Email		
<p>Do you have any special needs/disability that may affect you in the event of a building evacuation whilst you are on BPP premises? Yes No</p> <p>(If yes, please arrive for the start of the first day of your course 15 minutes early to allow for the local site Health & Safety Officer to complete the necessary evacuation procedure and assessments with you.)</p>				
Course details				
Course		Start date	Price	
<th>Payment details</th>				Payment details
<p>By cheque <input type="checkbox"/> Please enclose cheque made payable to BPP (CI) Limited</p>				
<p>By card <input type="checkbox"/> VISA <input type="checkbox"/> MasterCard <input type="checkbox"/></p>				
Card holder's name				
Card holder's address				
Post Code		Date		
Card Number				
Security code		Expiry date		
Send to Maxine Preddy		Email maxinepreddy@bpp.com Tel +44 (0) 1534 711800		

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