

Training courses

niace
promoting adult learning



Getting on Brilliantly 1

Leading and managing large and small groups and teams

Tuesday 29 June 2010

Conway Hall, 25 Red Lion Square, London WC1R 4RL

Getting on Brilliantly 2

Getting the best out of being a line manager

Wednesday 30 June 2010

Conway Hall, 25 Red Lion Square, London WC1R 4RL

Leading and managing large and small groups and teams

What do we need to do to help everyone at work participate with energy and enthusiasm?

How can we encourage people with very different starting points to work together?

What approaches can we use to find out what our learners (customers, users) really think?

What has to happen to make our staff (learners, customers, users) feel they have a real stake in the business?

Getting on Brilliantly 1 focuses on finding answers to these questions and many more. Participants discuss significant leadership and management issues whilst trying out innovative group processes, including Open Space and Knowledge Cafe. These processes are used across sectors and countries because they bring out the best in people whether they are staff, customers or communities. The course is highly participative and delegates leave with ideas that can be put into practice straight away, as well as a free copy of the **Getting on Brilliantly** book (this normally costs £65).

Getting on Brilliantly 1 is devised and run by Annette Zera. Annette was Principal of Tower Hamlets College and led the College from the bottom of the league table to the top. She attributes this success to the participation, energy and focus of the College's staff, students and friends. For the last 7 years Annette has worked as a facilitator, trainer and coach with a wide range of public, private and voluntary sector clients.

Participants can expect to:

- Try out and discuss methods of leading groups and meetings used in the most creative and innovative of organisations

- Consider critical leadership and management issues and approaches
- Experience different ways of working in groups, using methods that bring out the best in everyone and achieve results
- Try out new approaches and think about how to apply them in their own workplace.

The people who have found this course useful are:

- Managers & Team leaders
- Experienced leaders and managers needing some fresh ideas
- Those considering a move into a leadership role
- Anyone (from any sector) who wants to try out ideas for making team meetings more participative and learn about leadership and management.

This is the 6th year that NIACE has run this course with Annette and our filing cabinets are stuffed with positive evaluation forms. These are some of the things that participants have told us they have appreciated about the course:

"Annette's enthusiasm and informal authoritative facilitation was great."
Participant from BBC

"Annette has been informative, encouraging, supportive and inspirational. The practical applications make the workshop the best above many other I have attended."
Participant from Enfield College

To find out more about Annette Zera and her work visit:
www.gettingonbrilliantly.co.uk

Getting the best out of being a line manager

What do we need to do to make sure we're putting the right person in the right job?

How do we get the best out of every individual at work?

Are there things we can do to become better organised and have more of a life?

What ideas are there for successfully giving (and receiving) criticism?

Getting on Brilliantly 2 focuses on finding answers to these questions and more. This one day course considers issues involved in one-to-one line management from recruitment to departure. Participants are invited to challenge some received wisdom and think of different ways, including Appreciative Inquiry to encourage, value, develop and confront colleagues. The course is highly participative and delegates leave with ideas, and a booklet, to use straight away.

Getting on Brilliantly 2 is devised and run by Annette Zera. Annette was Principal of Tower Hamlets College and led the College from the bottom of the league table to the top. She attributes some of this success to finding the right people for the right jobs and systematic support and supervision. For the last 7 years Annette has worked as a facilitator, trainer and coach with a wide range of public, private and voluntary sector clients.

Participants can expect to:

- Work on old and innovative ways to get the best out of each individual
- Think about how to expedite rather than protract difficulties
- Reflect on how best to give and receive criticism
- Consider how people in the wrong job can leave with dignity.

The people who have found this course useful are:

- Managers & Team leaders
- Line Managers
- Those considering a move into a leadership role
- Anyone (from any sector) who wants to try out ideas for being an effective line manager.

This is the 4th year that NIACE has run this course with Annette and our filing cabinets are stuffed with positive evaluation forms. These are some of the things that participants have told us they have appreciated about the course:

"A very creative and enjoyable day with tips and techniques that can be transferred to the workplace."

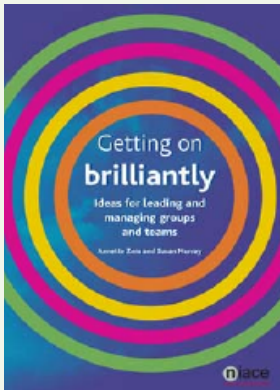
Participant from Chartered Surveyors Training Trust

"I go away with a lot of ideas that I can use in the future. I also leave with enthusiasm and confidence that I am actually not doing a bad job!"

Participant from London Borough of Hammersmith and Fulham

To find out more about Annette Zera and her work visit:

www.gettingonbrilliantly.co.uk



Getting on Brilliantly 1

Ideas for leading and managing groups and teams

by
Annette Zera and Susan Murray
ISBN 978-1-86201-204-2
March 2004
GOB 1

This book is written for any adult educator who has endured rather than enjoyed a meeting, whether a departmental briefing, management meeting or conference. Essentially a workbook, *Getting on brilliantly* is a collection of recipes, process tools and ideas that help people work well together in groups and meetings.

Modelled on a cookery book, this guide offers off-the-shelf techniques for running successful and inclusive meetings. Organised into sections by outcome, it contains over 80 tried-and-tested recipes with clear step-by-step instructions, whether you want to foster creative thinking, generate ideas, make decisions, negotiate differences of opinion and much, much more... Simple exercises help to ensure that everyone is able to participate meaningfully and that the focus and purposes of the meetings are clear to all. A CD-ROM containing all resources from the book is included.

You don't need to be an expert or external consultant to use the ideas in this book. It is written for innovative leaders, for managers, for anyone wanting to develop their facilitation skills. Using process tools will have a positive impact on your work, on organisational health, balance and performance.

To order copies of this and other publications, please visit the NIACE online bookshop at: <http://www.niace.org.uk/publications>



Getting on Brilliantly 2

Getting the best out of line management

by
Annette Zera
GOB 2

The Workbook that accompanies the course covers some of the practical issues that lie behind good line management.

It focuses on:

- Recruiting the right people
- Developing an appropriate support and supervision relationship
- Organising yourself so that you have time to be a decent line manager
- Helping people in the wrong job move on with dignity.

Getting on Brilliantly 1 Tuesday 29 June 2010

Conway Hall, London

Getting on Brilliantly 2 Wednesday 30 June 2010

Conway Hall, London

Event information

- Arrival and registration is at 9:30am for a 10:00am start. The event will end at 4:00pm.
- Event fee: £245 per person per event (includes lunch, tea/coffee and a copy of *support materials*)
NB: NIACE does not charge VAT on conference and course fees
- Only application forms with the payments section completed will be processed.
NB: If you wish us to invoice your employer we require a copy of the Purchase Order before the form is processed.
- Places will be allocated in order of receipt of completed application forms.
- Completed and signed application forms must be faxed or posted to NIACE by the closing date. Reservations by telephone cannot be accepted.
- Application forms are individually acknowledged by e-mail. Joining instructions, including map and directions, will be e-mailed out one week before the event.
- Participants should be prepared to take their own notes as there will not be handouts for all sessions.
- If you have not received an e-mail confirming your attendance and joining instructions 4 working days before the event please contact:

Gurjit Kaur

Tel: 0116 204 2833

Fax: 0116 254 8368

Minicom: 0116 255 6049

E-mail: gurjit.kaur@niace.org.uk

Application conditions

Event: Tuesday 29 June 2010

Event: Wednesday 30 June 2010

Closing Date: Thursday 17 June 2010

- Cancellations will only be accepted if received in writing before the closing date and will be subject to an administration fee of £50
- The full fee is payable prior to the event.
- Substitutions are to be advised **5 working days** prior to the event.
- A **10 working days** notice period is required for provision of electronic note-takers, sign language interpreters and transcription to Braille.

NIACE, the National Institute of Adult Continuing Education, was founded in 1921. The National Institute seeks to secure an education system responsive to the diversity of adults' needs and aspirations as learners, and in particular to those who benefited least from initial education. It is our belief that a system fit for adults of all ages and in all their complexity will work better for all learners.

The National Institute is active in many areas - in research, development, publishing, seminars, conferences and training courses, and has an active individual membership.

NIACE is a company limited by guarantee.
Registration no. 2603322 Registered charity no. 1002775.
Registered Address: 21 De Montfort Street, Leicester LE1 7GE

NIACE Events Team
Renaissance House, 20 Princess Road West
Leicester LE1 6TP

Tel: 0116 204 2833 Fax: 0116 254 8368

Minicom: 0116 255 6049

E-mail: courses@niace.org.ukWebsite: <http://www.niace.org.uk/events>

INVESTOR IN PEOPLE

niace
promoting adult learning



Please complete the application in **BLOCK CAPITALS**

<input type="checkbox"/>	My organisation has authorised my attendance on Tuesday 29 June 2010, London (Getting On Brilliantly 1)
<input type="checkbox"/>	My organisation has authorised my attendance on Wednesday 30 June 2010, London (Getting On Brilliantly 2)

Participant's details

Title _____ Full name _____

Job title _____ Organisation _____

Daytime tel No. _____ Mobile No. _____ Fax No. _____

Please provide an e-mail address that is your own and regularly accessed as this will be used to send you joining instructions.

E-mail

Address _____

Postcode _____

This is my Home address Work address

Joining instructions will be sent by e-mail, if you would prefer to receive these by post, please tick this box

Payment - NIACE does not charge VAT on conference/course fees (The signatory is responsible for payment)

Event Fee per person: £245 per person per event

(includes lunch, tea/coffee and a copy of support materials)

- Cancellations will only be accepted if received in writing before the closing date and will be subject to an administration fee of £50
- The full fee is payable prior to the event
- Substitutions to be advised 5 working days prior to the event

I enclose a cheque for £..... made payable to NIACE

Please send me a receipt

I enclose Purchase Order No. _____

and request you to invoice my employer for £.....

Please note that the absence of a Purchase Order/ Order Number will delay the processing of your application form.

Invoice address:

Please debit my credit/debit card with the value of £.....

We do not accept payment by AMEX

Valid from: Expires on:

Three digit security code on reverse of card:

Issue No: (Switch/Maestro)

Name as it appears on the card:

Cardholder's signature:

Cardholder's address:

Participant's requirements

I have no special requirements	I will require a hearing loop
I will need support for my visual impairment	I will need wheelchair access
I will need an electronic note-taker	I will need facilities for an assistance dog
I will require a sign language interpreter (please specify)	
I require event materials in a specified format (please specify)	
I have the following dietary requirements (please specify)	
I have further additional requirements (please specify)	
NB: I do not wish to be photographed or filmed at this conference	

NIACE requires a 10 working days notice period to make arrangements for electronic note-takers, sign language interpreters and transcription to Braille.

Sectoral Monitoring

Adult Education College	Community Education Provider	Further Education
Government Body	Higher Education	Information/ Guidance Provider
Learning and Skills Council	Libraries, Museums, Archives, Arts	Local Government (inc. Ed Authorities)
Media	Offender Education	Open, Distance or e-learning Provider
Union	Vocational Education and Training	Voluntary Sector and Charities

Ethnic and Equal Opportunities Monitoring

Bangladeshi	Black African	Black Caribbean	Chinese
Dual Heritage	Indian	Other Asian	Other Black
Pakistani	White	Any other ethnic group	
Gender	Female	Male	
Age	Up to 25	25 - 50	50 - 75
			75+

Agreement - I accept the NIACE Event Information and Application Conditions

Signature	Date

C1975/0610

Event Date: Tuesday 29 June 2010
Closing Date: Thursday 17 June 2010

C1976/0610

Event Date: Wednesday 30 June 2010
Closing Date: Thursday 17 June 2010

Data Protection Act

The National Institute of Adult Continuing Education (NIACE) is registered under the Data Protection Act 1998 (Registration Number Z7412510). Personal information supplied to NIACE will be stored securely and used in relation to NIACE's work. Full details of the purposes for which NIACE processes personal information is in our Data Protection Register entry, which can be found on the Information Commissioner's website www.informationcommissioner.gov.uk. At no time will we divulge personal information to third parties without your express consent. Participants may be contacted by letter or e-mail with details of future events and publications organised or promoted by NIACE which may be of interest to you. Database mailing update forms are sent out periodically. These provide you with the opportunity to have your details amended or deleted from the database. If you wish to receive such further information please tick this box

Please return completed application form to Gurjit Kaur: Fax: 0116 254 8368
 NIACE Events Team, Renaissance House, 20 Princess Road West, Leicester LE1 6TP
 Enquiries to: Tel: 0116 204 2833 E-mail: gurjit.kaur@niace.org.uk