

Presentation and communication skills

Winter workshops 2012

Do you want to improve your presentation and communication skills?

If so, this training day is for you. It's full of practical tips and advice for those who present and communicate with colleagues, customers and partner organisations.



EFFECTIVE PRESENTING AND COMMUNICATING IS NOT EASY; THEREFORE THIS EVENT FOCUSES ON:

- Organisation, planning and preparation
- The power of non-verbal communication
- Communication styles
- Language, voice, pace and pauses
- Confidence
- Delivering a presentation
- Leading through presentations and communication
- Audience engagement
- Active listening
- Giving feedback.

WHO WILL BENEFIT FROM THIS COURSE?

- Housing officers
- Senior housing officers
- Team leaders
- Heads of service.

WHAT PREVIOUS ATTENDEES HAVE SAID:

"I really enjoyed the training session and I must confess it's the best I've been to in many years of employment."

"I really enjoyed the training event this week, the trainer was fab and a natural presenter/facilitator."

"The trainer was excellent. She has empowered me so much with confidence and knowledge. I really enjoyed the day – thank you."

Wednesday 1 February 2012 | London
Thursday 23 February 2012 | Manchester

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How to book

- Online:** For our online booking form, go to: www.hqnetwork.co.uk/forthcoming_events
By post: Complete this form and send it to: HQN Limited, Rockingham House, St Maurice's Road, York YO31 7JA
By fax: Fax us on 0845 4747 006 (*a fax transmission will secure a firm booking if places are available*)

PLEASE DO NOT SEND ANY PAYMENT! We will confirm your booking and send an invoice to you.

We are considering introducing credit card payments for delegate places - would you be likely to use this option? Yes No

Who are we? HQN Limited is a housing consultancy and training company providing high-quality advice and support to councils, ALMOs, housing associations and other housing providers. Our subscription service, The Housing Quality Network, has around 650 members, who are kept up to date on policy and best practice via briefings, workshops and our electronic information bank. We also run specialist networks for practitioners on a range of housing issues and provide interim and project management services. To find out more, visit our website at www.hqnetwork.co.uk, or call us on 0845 4747 004.

Delegate fees The cost of this event is £250.00 for one delegate (plus VAT at the applicable rate). Discounts are available on multiple bookings – £225.00 per delegate (two bookings) (plus VAT at the applicable rate). £200.00 per delegate (three or more bookings) (plus VAT at the applicable rate). The fee includes refreshments, lunch* and an information pack.

Please state which venue(s) you wish to book for (*tick boxes required*)

London 1 February Manchester 23 February

		Fee payable (incl. VAT)
Delegate name	Position	£ :
Email address		
Delegate name	Position	£ :
Email address		
Delegate name	Position	£ :
Email address		
To enrol additional delegates, please photocopy this form.		TOTAL £ :

Name of person making booking	Order no.
Organisation	
Job title	
Email address	Tel no.
Invoicing address	
	Postcode

Bookings: Bookings are subject to HQN Limited's conditions dated 23 February 2005, a copy of which can be obtained from our offices, free of charge.

Cancellations and substitutions: A full refund will be given if a cancellation is made 28 calendar days or more prior to the event, and a 50% refund if a cancellation is made 15-27 calendar days prior to the event. We regret that no refund can be given if a cancellation is made 14 calendar days or less before the event. Cancellations must be made in writing, and will be acknowledged by HQN Limited. There is no refund for non-attendance, but delegates may be substituted at any time.

Guarantee: As with all our events, our guarantee is that if a delegate attends this event and for any reason does not find it worthwhile, we will refund their delegate fee in full. To take advantage of this guarantee, the delegate fee must be paid in full prior to the date of the event.

* Please let us know if a delegate has any particular needs, including dietary, and we will do everything possible to meet their requirements.

Bookings Form