



GateHouse  
Learning & Development

Learning and development  
at your workplace

# WELCOME TO GATEHOUSE LEARNING AND DEVELOPMENT

At GateHouse we have always known that it is essential to invest in your most important assets – your people, and so for over 20 years we have been helping our customers to do just that. We deliver focussed, tailor-made training and development programmes that will make your people feel supported and valued and will equip them with the skills they need to improve their own performance and that of their teams. All of our course leaders have extensive experience in training in the public sector which helps them understand and empathise with the issues faced by your staff on a daily basis.

Building on our years of experience in the health and public sector we are delighted to announce our partnership with Capsticks HRA and SOLACE Enterprises, a new service from Capsticks that provides a range of HR services. Capsticks HRA works with its customers to identify any gaps in organisational knowledge and then as recognised experts in our field, GateHouse helps to plug these gaps with our high quality, cost effective programmes. In this partnership we work alongside SOLACE Enterprises, a pioneering public service improvement company that offers both strategic thinking and operational drive.

Our programmes cover all the important core skills but we recognise that each organisation will have different needs and will work closely with you to ensure that your needs are met and that skills are transferred into the workplace. Whether you need a short course for staff working in a project support role or a comprehensive management programme that will cover everything from Handling difficult situations to Leading for productivity in leaner times, we can do it.

Read on for further information or give me a call on 020 8334 4510 for an informal chat.

**Joy Shepherd**

In-house training and development

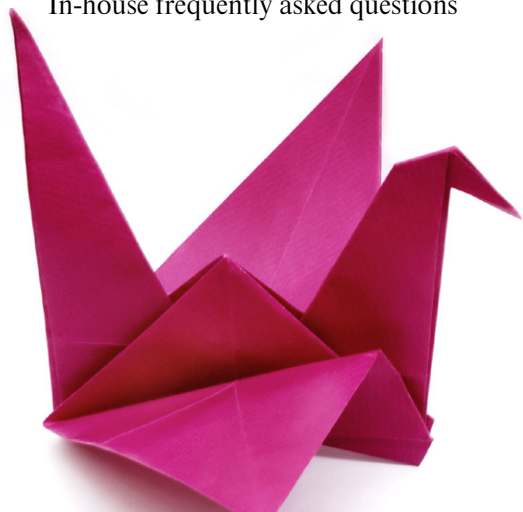
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# GATEHOUSE LEARNING AND DEVELOPMENT AT YOUR WORKPLACE

GateHouse is a leading independent training provider, we bring our trainers to your workplace and deliver tailor made in-house training for your staff.

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Contact Joy for information

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# WHY GATEHOUSE?

GateHouse offers learning and development for people working in health and social care, local government and the not-for-profit sector. Our course leaders come to you to deliver a course tailored to your requirements. All our courses can be run on your premises or at a venue of your choice.

## 10 reasons to take GateHouse in-house

1. **Experienced and professional course leaders:** all our course leaders are experts in their field and have been chosen for their in-depth knowledge and exceptional ability to communicate this to participants.
2. **Cost-effective prices:** in-house courses are charged per day, not per participant. Therefore you pay one rate regardless of the number of people you wish to train (up to a maximum of 15). Additional savings are made by cutting out participants' travel and accommodation costs, as we send our course leaders to the venue of your choice.
3. **Flexibility:** we can offer a range of training opportunities from 90 minute Nuggets, a one-day course, to a multi-day modular leadership programme.
4. **Loyalty discounts:** we offer discounts for series bookings.
5. **Convenience:** employees often prefer to be trained in their own offices or a nearby venue.
6. **We train your staff anywhere in the UK:** our course leaders are happy to come to you in England, Scotland, Wales or Northern Ireland.
7. **No hidden extras:** our quotes are all inclusive so there are no additional course leaders', subsistence or travel expenses to pay.
8. **Back-up expertise:** unlike single-handed training practitioners, GateHouse offers a strong team of course leaders so your learners won't be let down by sickness or a busy calendar.
9. **Course materials delivered ready to go:** we come to you and we make it as easy as possible for you as training organiser. A few days before the event you will receive the Gatehouse Training Box. We courier this to you with everything needed for a successful course. This not only makes things run more smoothly, but also greatly reduces the strain on your administrative staff.
10. **Reputation:** the feedback for our training programmes is second to none.

# IN-HOUSE COURSES GATEHOUSE CAN OFFER YOU

Here is a selection of training we offer, but it's just a starting point. We develop a programme that suits the needs of your people. Our extensive network of trainers and associates means that we can research, design and develop new programmes for clients rapidly – so if you don't find the course you are looking for below, it's only a phone call away.

## Management and leadership

- Finance skills
- NHS budget holder's survival guide
- Winning NHS tenders
- Managing people and leading teams
- Contracts and service level agreements
- Creating a successful NHS business case
- Marketing yourself and your services
- How to run a successful meeting
- Managing with excellence
- The new manager
- Effective mentoring
- Coaching and mentoring
- Commercial awareness
- Customer care
- Managing career change
- Managing change
- Managing with emotional intelligence
- Succeeding at interviews
- Driving service improvements through complaints
- Interview and selection skills
- Appraisal skills
- Performance management
- Leading for productivity in leaner times
- Achieving savings: a one-day course for budget holders

## Administration solutions

- How to be a first class receptionist
- Introduction to medical terminology
- Developing management skills in PAs and administrators
- How to be a first class office manager
- Minutes and notetaking
- Minutes and notetaking via laptop
- The effective PA
- The executive assistant

## Project and programme management

- Practice of project management
- PRINCE2® overview
- PRINCE2® Foundation
- PRINCE2® Practitioner

- PRINCE2® 5-day Foundation & Practitioner
- MSP® Foundation and Practitioner

## Personal development

- Problem solving
- Getting more from a shorter day
- Handling people problems
- Negotiation skills
- Facilitation skills
- Counselling skills
- Achieving personal impact: how to create your brand
- Communication skills
- Reputation management
- Assertiveness at work
- Personal effectiveness

## Media, presentation and writing skills

- Presenting and speaking with impact
- Polishing up your media performance
- Report writing
- Facilitation skills

## Mental health

- Mental health awareness
- Caring for people with dementia
- Mental Capacity Act
- Mental Health Act 1983
- Carer involvement
- Developing good practice in clinical risk management
- Self injury awareness
- Service user participation

## Equality and diversity

- Equality Act 2010
- Equality and diversity in the workplace
- Equality and diversity: the business case
- Equality and diversity impact assessment training

## Career transition and talent management

- How to get the job you want
- Move your career one step beyond®
- Career coaching
- Personality profiling

# OUR CLIENTS AND FEEDBACK

Our clients span the whole of the UK, with a particular focus on healthcare, local government and the third sector. You will find an expanded client case study on p14-15, but here are some of our clients together with feedback we have received and a little more about how we have helped support their learning and development needs.

Barnet and Chase Farm Hospitals NHS Trust  
Bexley Care Trust  
Brendoncare  
British Medical Association  
Buckinghamshire County Council  
Black Country Mental Health Trust  
Bury Community Mental Health Trust  
Bedfordshire Police  
CAFCASS  
Camden Primary Care Trust  
Castle Craig  
Chartered Society of Physiotherapy  
City and Hackney Primary Care Trust  
Coloplast Ltd  
Commission for Social Care Inspection  
Department of Health  
Epping Forest Primary Care Trust  
North Lancs Primary Care Trust  
General Medical Council  
Guy's and St Thomas' NHS Trust  
Heatherwood and Wexham Park Hospital  
NHS Foundation Trust

Over 30 managers from the London Borough of Camden have taken our *Managing people and leading teams* course.

“GateHouse has been delivering management and leadership training for the past two years and feedback and service has always been excellent and very exhilarating”.

Quadri Gboyelade,  
Children's Workforce Training &  
Development Officer and Contract  
Manager, London Borough of Camden

“Clear precise and easy to understand, a great course very well presented, will use information to help me better myself in minute taking - thank you” .

Samantha Smith,  
North East Essex PCT (Minutes and notetaking)

Health and Safety Executive  
London Ambulance NHS Trust  
London Borough of Wandsworth  
London Borough of Camden  
Mental Health Act Commission  
National Blood Service  
NHS Executive  
NHS Education for Scotland  
NHS Lewisham  
NHS North West



NHS Nottingham City  
NHS Orkney  
NHS Sutton and Merton  
NHS Tower Hamlets  
NHS Wirral  
National Treatment Agency  
National Institute for Health and Clinical  
Excellence (NICE)  
NLIAH

“Exceptional delivery that maintained focus on objectives and provided right level of repetitions to aid memory.”

Ruth Colville, Diana Princess of Wales Hospital (Creating a successful NHS business case)

“I would just like to thank you for the excellent service you provided in preparation before the course and then indeed the actual course which was extremely useful to everyone. In regards to the point Andy made about cost effectiveness and people being late, we used ‘monopoly money’ to illustrate the cost of people being 10 minutes late for a meeting, which is still being talked about this week. So for us as a project and as a voluntary organisation, it was definitely money well spent....Thank you again for your hard work, it was greatly appreciated”.

North East Essex PCT / Anglian  
Community Enterprise  
Northern Lincolnshire and Goole  
Hospitals NHS Foundation Trust  
Oxleas NHS Trust  
Oxford Radcliffe Hospitals NHS Trust  
Papworth Hospital NHS Trust  
Roehampton Family Services  
Royal Marsden NHS Trust  
Royal College of Obstetricians and  
Gynaecologists  
Royal College of Ophthalmologists  
Royal College of Midwives  
South Essex Partnership NHS Trust  
St George’s Healthcare NHS Trust  
Southern Housing Group  
Southern Derbyshire NHS Trust  
South West & St George’s MH NHS Trust  
Thames Valley University  
University College London  
University of York  
West London Mental Health NHS Trust  
Walsingham  
Welsh Assembly Government

Roehampton Family Services(Charing skills)



“I have gained a lot of management skills. What worked was learning how to deal with being a manager all round – time, managing and leading people”

“ I realised that I can delegate and take time out to make staff more knowledgeable to enable them to take on the delegated tasks”.

Walsingham (A GateHouse modular management programme designed to enhance performance through improved management effectiveness).

# THE GATEHOUSE

## MANAGEMENT PROGRAMME

We can help you to choose from our wide range of course modules to design a management programme that will meet your specific needs. Our experienced course leaders will lead you through the design process to create a programme that is tailor-made for your organisation. The programme can be designed for all levels of managers, from new managers to experienced managers who need to hone their skills in certain areas.

Organising yourself and others	<ul style="list-style-type: none"> <li>• Identify your timewasters and how to prioritise your workload</li> <li>• How to achieve your goals</li> <li>• Delegating to others</li> </ul>	1 day
Managing team performance	<ul style="list-style-type: none"> <li>• Establishing performance expectations</li> <li>• Giving constructive feedback on performance</li> <li>• The principles of appraisal</li> <li>• Preparing for the appraisal discussion</li> <li>• Managing the appraisal discussion</li> </ul>	1 day
Motivating and leading the team	<ul style="list-style-type: none"> <li>• Understanding the role of the team leader</li> <li>• Leadership styles</li> <li>• Motivational theory and practical step for managers</li> </ul>	1 day
Developing the team	<ul style="list-style-type: none"> <li>• Understanding the impact of learning style preferences</li> <li>• Identifying development needs</li> <li>• The role of the coach and the coaching process</li> <li>• Skills and attributes of the coach</li> <li>• Practical coaching techniques</li> </ul>	1 day
Handling difficult people situations	<ul style="list-style-type: none"> <li>• How assertive are you?</li> <li>• Your approach to conflict situations</li> <li>• Dealing with poor performance</li> </ul>	1 day
Problem-solving and decision-making	<ul style="list-style-type: none"> <li>• Understanding the nature, scope and impact of problems</li> <li>• Problem-solving techniques and reaching a decision</li> <li>• Communicating your decision</li> </ul>	1 day
Interviewing and selection	<ul style="list-style-type: none"> <li>• Assessment and selection techniques</li> <li>• Staying the right side of employment law</li> <li>• The interview process</li> <li>• Conducting the interview</li> <li>• Selecting the right candidate for you</li> </ul>	2 days

**Additional modules include:** Managing change; briefings and presentations; Influencing others; communication skills at work; negotiation skills; facilitation skills; budgeting.

**Optional additions to the programme:**

**Live Project:** During the programme participants could choose to work on a project which is live for them. They would be asked as part of their course preparation to give some thought to an everyday challenge or a new way of working or an innovative approach which they would like to explore further during the programme. This would enable them to put into practice during the programme the techniques and approaches which are covered in the training. This is a practical and measurable way of embedding the skills gained into day-to-day working life.

**Motivational speakers:** A powerful change of pace towards the end of the programme, we can include a speaker who has the skills to inspire and motivate participants, by talking about their own experiences.

**Coaching:** The role of the manager as a coach is an important part of our management programme and can be incorporated into any of our people management programmes. It is widely recognised that managers themselves benefit from one-to-one coaching support that is tailored to meet their individual needs and at GateHouse we have a network of professional coaches who can do just that. Coaching needs vary, from business or executive coaching to life coaching and career transition - we can provide this support at every level. It can be included in our management programmes to support continued learning and development and ensure skills transfer to the workplace or as a stand alone programme of coaching sessions for an individual or teams.

## Case study:

### Improving management effectiveness

Walsingham is a charity working in the social care sector across three locations in the UK, providing support for individuals with learning disabilities to live in ordinary homes in local communities.

GateHouse was asked to deliver a modular management programme for Walsingham, the objective being to enhance performance through improved management effectiveness.

After detailed briefing from Walsingham our course leader Nick Oliver designed a bespoke programme that covered:

- The manager's role and being effective
- Managing and motivating the team
- Dealing with difficult people situations
- Coaching and leading the team.

The programme was divided into two two-day units and a follow-up day delivered over a 6 week period in Cumbria, London and Cardiff. During the programme participants were able to apply their learning to a work-based project with the aim to carry the project forward into the future. Projects covered included strategies for managing performance, managing sickness and absence and managing and communicating change.

The programme enabled participants to understand their strengths as people managers and identify where they could add value to the people they support. As part of the follow-up workshop, participants were given the opportunity to make practical and detailed plans for making a difference to both their performance and the performance of their teams.

**Accreditation:** The management programme can be accredited by the ILM if required.

**GateHouse has teamed up with leading NHS financial guru Noel Plumridge to deliver:**

# ACHIEVING SAVINGS: A ONE-DAY COURSE FOR BUDGET-HOLDERS

The prime focus of this course is the identification and achievement of real financial savings. It combines:

- familiarisation with standard financial concepts - including efficiency and effectiveness, benchmarking, governance tools and return on investment - with a heavy slant towards the NHS's established ways of working
- the organisation's own current financial data, including its latest income and expenditure position, balance sheet and asset holdings.

At the end of this course budget-holders will be better equipped both to identify where there is scope to make savings, and to plan and lead their achievement.

Noel Plumridge was an NHS finance director for 10 years, having previously worked in publishing and local government. He managed an innovative programme on health care staffing for the NHS Modernisation Agency and is the author of CIPFA's publication, *Payment by Results*. Noel writes regularly for *HSJ* and *Public Finance*.

Noel also delivers a range of courses to help senior managers thrive in NHS organisations in the face of current constraints in funding:

Commissioning for greater productivity:

A practical course exploring how a commissioning organisation spends its money, how it monitors provider performance, and where its spectrum of expenditure might offer scope for improvement.

Creating a recession-proof NHS finance department: A high level course equipping directors of finance and senior NHS financial staff with the skills to adapt quickly to the changing financial climate.

Creating a recession-proof NHS human resources department: An action-packed course for directors of HR and OD, and senior HR managers in NHS organisations, focussing on the HR department's unique contribution to high quality patient care.

Increasing HR influence within NHS organisations: This course for directors of HR, OD specialists and senior HR managers looks at NHS staffing in recessionary times, corporate governance and accountability, the HR department and the wider organisation, reporting on HR issues and HR metrics.

We show you how to cope with the new financial challenges and convince the board that HR means business.

# DIVERSITY, EQUALITY AND HUMAN RIGHTS

GateHouse has joined forces with Diversity Marketplace to offer diversity and equality training tailor-made for your organisation and to provide flexible training packages relevant for all levels of your staff. Framed by your own equality and diversity values, policy and people management procedures, we provide participants with the knowledge and understanding so that they can act in a way that supports equality, diversity and rights, treating everyone with dignity and respect and acknowledging and valuing difference.

We aim to help you get diversity right; not simply to comply with the law, but to improve your organisation's productivity, to help you meet the needs of clients, patients and customers and to make you an employer of choice.

## **We can offer for example:**

**Diversity in the workplace:** helping participants at all levels in your organisation to increase their understanding about the different strands of diversity: gender, religion, age, disability, ethnicity and sexual orientation.

**Equality Impact Assessment:** now a legal requirement but also the way to ensure that your organisation considers the likely impact of policies and projects on equality target groups and acts accordingly.


**The business case for diversity:** gives participants a clear overview of the business benefits of the equality and diversity agenda and how it impacts on business results.

**Dignity in the workplace:** introduces participants to the concepts of dignity, bullying, harassment and how employee behaviour impacts on customers, service users, patients, colleagues and the delivery/achievement of business goals.

**Equality Act 2010:** this legislation harmonises and extends most of the equality legislation from the last 40 years. It extends the groups who are now protected by the legislation and introduces the concept of dual discrimination. Our programme gives participants an overview of the new Act and will help them to identify the key implications for your organisation.

**Diversity champions:** having diversity champions is a unique way of mainstreaming all the important work that is already being achieved within an organisation. The champions become the conduit for disseminating information, driving behavioural and cultural change across the organisation and link equality, diversity and inclusion into the core values of the organisation. Our two-day programme introduces participants to the concepts of diversity champions and how the role of champions can support the positive behaviours of the organisation.

# CAREER TRANSITION AND TALENT MANAGEMENT

<p>Move your Career 'One Step Beyond'® Career Transition Masterclass</p> 	<p>A full day voyage of self discovery to:</p> <ul style="list-style-type: none"> <li>• Re-evaluate your situation</li> <li>• Uncover your hidden talents and unlock your potential</li> <li>• Explore your true marketability</li> <li>• Bring about much greater self awareness</li> <li>• Define your success criteria and set career goals.</li> </ul>
<p>How to get the job you want</p>	<ul style="list-style-type: none"> <li>• Getting your CV onto the YES pile</li> <li>• Job applications that count</li> <li>• Successful job search strategies</li> <li>• Winning at interviews.</li> </ul>
<p>Presenting and speaking with impact</p>	<ul style="list-style-type: none"> <li>• The art of making a great presentation</li> <li>• How to structure what you want to say</li> <li>• Controlling nerves and stress</li> <li>• Tactics for meetings, interviews and presentations.</li> </ul>
<p>Coaching for performance</p>	<ul style="list-style-type: none"> <li>• Helping managers to be effective coaches</li> <li>• Coaching as part of developing talented staff</li> <li>• Styles and techniques</li> <li>• Questioning and listening.</li> </ul>
<p>Achieving personal impact: how to develop your 'brand'</p>	<ul style="list-style-type: none"> <li>• The impact of first impressions</li> <li>• Understanding how people see you</li> <li>• Managing your brand - 5 secrets of the brand formula</li> <li>• Image makers and image breakers.</li> </ul>

## Move your career one step beyond®: career transition e-course

GateHouse now offers the online career transition course developed by SMP Solutions. It is an ideal complement to outplacement support or as part of a talent management programme to ensure the right people are in the right jobs. The programme uses audio and video throughout with interactive quizzes and a downloadable 21 page career transition workbook. The activities can be supported by an expert career coach.

For further details call us on 020 8334 4510

# GATEHOUSE ASSOCIATES

NHS, local government, membership organisations and the not-for-profit sector

## **Working with you to bridge vision and reality**

- Changing culture
- Developing leaders
- Engaging staff
- Rethinking corporate communications
- Creating campaigns
- Managing talent
- Developing partnerships
- Putting diversity and equality into action.

## **Starting where you are**

Your organisational challenges and aspirations can be best met by using the skills, experience and talent which you already have on board. External consultants can't solve your problems or deliver your vision, but they can help to release the latent energy and commitment that you have within your organisation and get things moving along the right tracks.

That's our approach at GateHouse. With our bank of highly experienced associates and our vast knowledge of the health and social care world, we start where you are: talking to directors, managers, staff, clients and service-users; immersing ourselves in your strategy and plans; and looking at the reality behind the policies and procedures.

Working with you, we then define objectives and desired outcomes, always ensuring that it is measurable and able to be evaluated. We then get going with our consultants offering the right combination of skills and experience to work along side your people to get the best results in the agreed timescale.

## **Sustainable achievement**

So before you reach for your usual list of consultants, give us a call and we can tell you more about our approach to helping organisations release their latent talent and exceed their goals. Sustainable achievement is our objective for you.

GateHouse works with over twenty associates to help you achieve your goals and objectives. Our associates have extensive experience in the NHS, local government and not-for-profit organisations; and many of our associates also bring into play experience of the business world.

Alison Dunn

T 020 8334 4500; [ali@chamberdunn.co.uk](mailto:ali@chamberdunn.co.uk)



# CASE STUDIES

## West London Mental Health NHS Trust

**The brief:** The learning and development team at the Trust were aware that newly appointed or promoted managers could wait some time before they had an opportunity to learn good management practice and felt that a practical, introductory course on the principles of management was needed. In addition, it was felt that all first line managers needed help in developing the skills to have effective, timely conversations with their staff on performance matters. GateHouse was invited to design and deliver the programmes.

**Our solution:** We designed two programmes to meet the different needs of the employees and which complement the client's own development programme. Our three-day New Manager programme is delivered 4-5 times each year and is attended by up to 16 people who are either new to the organisation or new in role. The programme introduces attendees to the theory and practicalities of management and includes a session from an HR consultant on specific policies. The programme is constantly evolving using the ongoing feedback from attendees. Future programmes will also include a session on Occupational Health from an internal adviser. Together with the Trust we are working towards incorporating the programme into their existing management development programme.

The Handling Difficult Situations programme was designed to help attendees deal with conflict in the workplace and is delivered 9 times each year in 4 different locations and we have now trained over 300 people on this subject.

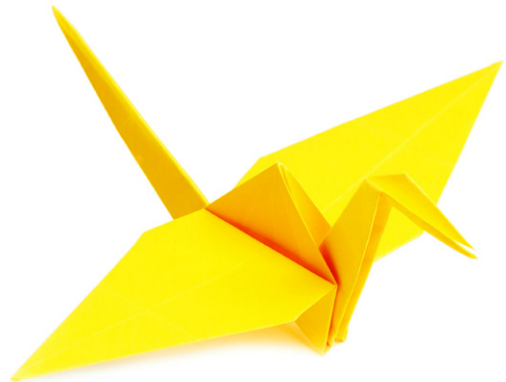
*"This has been an amazing course. I have learned a huge amount and feel much more confident in what to do next".*

*"It has totally changed the way I see my new role and has given me a wealth of ideas about how to optimise my performance as a manager and that of my team. Excellent."*

*"Excellent course – learned a lot. Enjoyable and interactive session with right amount of skills practice. Very informative and enjoyable – would recommend to others."*

*"The tutor is excellent, clear and precise. He also made me feel confident in asking questions."*

*"The GateHouse team took the time and trouble to find out about the particular needs of the Trust and to deliver programmes that fitted, developing and modifying them to take account of feedback and changing needs. The course leaders have been well received by participants and the whole programme has made a real difference to management capability throughout the Trust."*



# CASE STUDIES

## The Royal College of Midwives

**The brief:** The organisation was in need of a comprehensive training programme on Equality and Diversity that would provide an update and overview at all levels within the organisation, meeting the needs of health professionals, managers and administrative staff.

**Our solution:** Working with the College we identified three distinct groups with specific training requirements and in close consultation with each group we designed a programme that met their needs. The Business Case for Diversity was created for midwives and senior managers and emphasised the link between good diversity practice and business performance.

Diversity in the Workplace for HQ staff was designed to enable members of staff to increase their understanding of the different strands of diversity and help them to understand the link between good diversity practices and workplace harmony.

A session on Impact Assessment was developed for senior managers to help them meet their legal responsibilities but also increase their awareness of the link between Impact Assessment and better service delivery. The programme ran over a period of 10 months and using feedback from attendees we were able to develop each session to ensure that the specific requirements were met.

Attendees were given the knowledge to enable them to contribute to the development of an inclusive organisational culture that supports effective and efficient service delivery to the membership.

## Haringey Community Health Service

**Brief:** to create a management and personal development training programme for a team of practice staff, midwives and health visitors, working to a tight budget.

**Our solution:** Working closely with the team we identified the key training needs and produced 3 separate programmes for different groups of staff. A four-day modular management programme was developed for health professionals and managers. It provided a sound introduction to management and gave attendees the opportunities to review progress and make personal development plans. Attendees could also choose from optional modules on Time Management, Handling People Problems and Personal Effectiveness. A separate programme was designed for administrative staff who could also choose from the optional modules.

The final tranche of training started in May 2011 and covers Improving Written Records and Reports.

*“Very informative, well presented and interesting”.*

*“This course has given me all round confidence and reassurance”.*

*“It was very good, very stimulating. Informed approach gave the opportunity to explore scenarios, experiences and ideas.”*

# GATEHOUSE COURSE LEADERS

At GateHouse, we regard ourselves as the home of quality training. All of our courses are led by highly qualified specialists who demonstrate a wealth of practical experience in their chosen field and exemplary presentation skills. Every course leader brings the tools and techniques to keep people engaged and developing from course start to close. From award winning journalists to a part-time stand-up comedian, our trainers come from a range of backgrounds and they all help make your GateHouse course truly memorable and full of practical solutions for the workplace.

**PROFESSOR JUNE ANDREWS** is the director of the DSDC at the University of Stirling based in the Iris Murdoch Building. She is a psychiatric and general trained nurse and experienced change manager.

**DEREK AYLING** is a specialist in communications with an unusual background in engineering, marketing, financial control, project and change management. He holds an MBA from City University where he is a regular tutor.

**DAVID BAILEY** is the leading provider of NHS finance training in the country, having trained thousands of NHS staff. He has over 20 years experience of NHS finance and is the author of The NHS Budget Holder's Survival Guide. He is well known as a lively and provocative workshop facilitator.

**MARTIN BAILEY** is a qualified PRINCE2® Practitioner and an accredited PRINCE2® trainer. He has facilitated PRINCE2® training for councils and NHS Trusts and also The Ministry of Defence. He has designed and delivered creative training solutions for key clients across the UK and Europe. His experience of managing projects ranges from healthcare to information technology in both private and public sectors.

**IAN BENDREY** is a qualified PRINCE2® Practitioner and an accredited PRINCE2® trainer. He has facilitated PRINCE2® training for councils and NHS Trusts, as well as recently managing a major project for an international Network Security Organisation using PRINCE2®.

**COLM CUNNINGHAM** is director of operations for DSDC, managing the consultancy and planning services of the centre. Colm has a background in general and learning disability nursing before he undertook his diploma in social work.

He completed an MSc in dementia studies at the University of Stirling in 2002. Colm has undertaken extensive planning and development work and has 16 years of experience in supporting older people within the community and of within the management of care homes.

**GILL FRANCIS** is an experienced trainer in management, personal development and organisational techniques. She has over fifteen years experience covering a wide variety of areas in both the public and private sector. Gill has a longstanding reputation for professionalism and is committed to giving participants the tools needed to personally develop and to confidently implement new techniques.

**SHAHZAD HUSSAIN**, a diversity director at Diversity Marketplace, has been working in equality and diversity for the last 6 years and specialises in equality and diversity training and research. Shahzad has gained a wealth of knowledge and a unique insight through his involvement in more than 20 diversity research projects for varied organisations.

**JOHN ILLMAN** specialises in media training, presentation skills, crisis management and writing skills. He spent five years as medical correspondent on the Daily Mail; eight years as health editor on The Guardian; and three years as medical correspondent on The Observer. As a visiting tutor at the University of Westminster in London, he has helped to pioneer Europe's first BA (Hons) Medical Journalism course.

**DR FIONA KELLY** is a lecturer on the University of Stirling on-line MSc degree in dementia studies. She is also a registered nurse experienced in the care of people with dementia. Her research interests include selfhood in dementia, creative approaches to care and promoting change in practice.

**JOHN MCFADYEN** runs a mental health consultancy, focusing on service and strategic reviews. He has worked as a commissioning and service development manager, an operational manager leading and directing teams of professionals and as a mental health practitioner. He has a particular interest in mental health in the workplace.

**NICK OLIVER** has worked as a training professional in the private and not-for-profit sectors for over 11 years during which time he has delivered organisation-wide development initiatives including competency management and leadership development programmes. Nick is a graduate of Lancaster University and is a registered user of a number of psychometric tools.

**ANDY OVERTON** is an experienced and effective training professional. He has presented training programmes throughout the UK for 26 years – 20 years in the health service. Delegates describe his training as “confidence building, practical and easy to listen to”.

**NOEL PLUMRIDGE** was an NHS finance director for eight years, having previously worked in publishing and local government. He managed an innovative programme on health care staffing for the NHS Modernisation Agency and is the author of CIPFA’s publication, Payment by Results. Noel writes regularly for HSJ and Public Finance.

**ALISON RUSHWORTH** is a personal development specialist and trainer with a wealth of experience, and a proven track record in both small and large organisations. She is an expert in communication skills (verbal and written), training techniques, presentation skills, with an ability to help people to solve problems. Her style is interactive, believing that people learn best by being able to apply theories to their own situations.

**DEBORAH SIMMONS** BSc DipLaw specialises in coaching and training executives who are serious about and committed to being successful in the workplace – either through achieving personal goals or through becoming inspiring leaders to enable the development of their employees. Deborah is a qualified, accredited coach and NLP practitioner.

**DEBBIE SMITH** is one of only a few highly experienced and qualified personal brand specialists in the UK. Known for her honest evaluation and probing questions, she is a key speaker and presenter on a relatively new yet crucial area of personal and business development.

**KATHLEEN SULLIVAN** is a professional coach. Her On-Call Coaching offers priority booking for doctors. She is a director of London Coaching Associates and founder of London’s Walkie-Talkie Coaching, offering ‘professional coaching on-the-trot’.

**BRIAN SWALES** is a PRINCE2® approved trainer and has been supporting and facilitating PRINCE2® workshops since qualifying as a PRINCE2® practitioner in 1999. Brian has provided project management training for NHS Trusts (acute and community), health authorities, NICE and DoH.

**ANDREW WETHERELL** has worked in the UK mental health service user movement since early 1994 including developing self-help support initiatives and managing advocacy services. He was a member of the Government’s Independent Reference Group and has worked for the NHS Executive, responsible for service user participation at high security hospitals. He now runs a mental health training and development consultancy with his wife, Roberta.

**ROBERTA WETHERELL** is a founding member and former national co-ordinator of the UK Advocacy Network and founder chairperson of the European Network of Users and Ex-Users in Mental Health. Roberta was a member of the NHS Executive’s Mental Health Task Force User Group, the National Users and Carers Group and has sat on a number of advisory committees to the UK Government and the European Parliament.

**GAMIEL YAFAI** through Diversity Marketplace has worked on a wide range of projects in public and private sector organisations including NHS Scotland, the Welsh Assembly Government and Birmingham City Council. He has also worked with the Department of Health’s equality unit ‘Positively Diverse’ to compile a Good Diversity Practice Reference Guide used to promote good practice across the NHS in England.

# TRAINING NUGGETS

Our training Nuggets are a dynamic way to deliver short, succinct sessions on a range of subjects. Our 90-minute sessions can act as an introduction or refresher depending on your needs, or you can select breakfast briefings and half day programmes. You can choose from a wide range of subjects, focusing in on a specific topic.

The sessions don't have to be attended by the same people throughout the day – your staff can dip in and out of the sessions according to their needs. Our training nuggets are a cost effective and time saving way to upskill your staff and complement existing training programmes. Popular subjects include presenting with impact, notetaking, effective meetings and time management, but we can adapt almost any programme we offer.



For in-house training, please contact Joy Shepherd on **020 8334 4510** to discuss how GateHouse can help meet your organisation's strategic aims or email **[joy@chamberdunn.co.uk](mailto:joy@chamberdunn.co.uk)**

# FREQUENTLY ASKED QUESTIONS

## How to book a GateHouse in-house course?

Contact Joy Shepherd on 020 8334 4510 or [joy@chamberdunn.co.uk](mailto:joy@chamberdunn.co.uk) to discuss your training needs and get a quote. Quotes include course materials and course leader travel and accommodation expenses. Discounts are offered for multiple bookings.

**Where will it be held?** Once your training needs have been assessed we agree a date at a venue of your choice. It could be a training room on-site, a local hotel or other venue. Equipment and refreshments are arranged by you.

**How many people can attend?** Maximum numbers on the majority of courses is 15 with a minimum of 5.

**How will our training needs be met?** The course leader will tailor your training course after detailed discussions with you and your colleagues or we can create a bespoke programme from a range of subjects.

**Where do you deliver in-house training?** Our course leaders are happy to come to you in England, Scotland, Wales or Northern Ireland.

**What training materials are provided?** Shortly before the course is due to run you will receive the GateHouse Training Box which contains everything you need to run your course: handouts, evaluation forms, tent cards, pens, pads and certificates

**What time do the courses start and finish?** The majority of courses start at 10.00 and finish at 16.30 but we can be flexible and work around your needs.

**Who will run the course?** We have a wide faculty of course leaders who can deliver our training courses in-house. They range from award winning journalists to a part-time stand up comedian but all are experts in their field and will help make your course truly memorable and full of practical solutions for the workplace.

**What happens if I need to cancel or postpone?** Should you need to cancel the course within 3 weeks of the agreed date the full charge will be payable. Further in advance we will happily rearrange the course.

**Can you invoice us for the training?** An invoice is issued on confirmation of your training course. Payment must be made before courses take place and must include VAT, which is fully reclaimable by your employer. If you would like the invoice sent to a different address please state this on the confirmation form.

**My question isn't answered here:** If you have any further questions or wish to discuss options for in-house training please call GateHouse on 020 8334 4510.

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