

CENTRAL
**LAW
TRAINING**

Wilmington Legal

**Secretary and Business
Support *Core Skills***

Introduction

About Central Law Training (CLT)

CLT is the UK's leading provider of post-qualification training and accreditation for professionals working in the legal sector.

We have been delivering CPD training, skills training and professional qualifications to a wide variety of law firms and other organisations across the country for over 30 years.

With a nationwide programme of learning that is second to none, its administration systems and support mechanisms ensure a positive learning experience for all involved.

Fundamentally, our focus is our clients and their firm; providing them with all the knowledge and skills they need in order to be the best they can and to help them manage their work successfully and profitably.

Why choose CLT in-house training?

Simply, because we deliver the most topical, relevant and tailored courses to ensure your staff are ahead of the game.

With access to a large number of highly experienced legal experts and skills and management training professionals, our dedicated team works closely with our clients to ensure we deliver training programmes that meet their exact requirements.

By understanding your organisation's business, culture and methodologies we can develop training programmes that are valuable and cost-effective whilst reducing the time your team spends away from their desks.

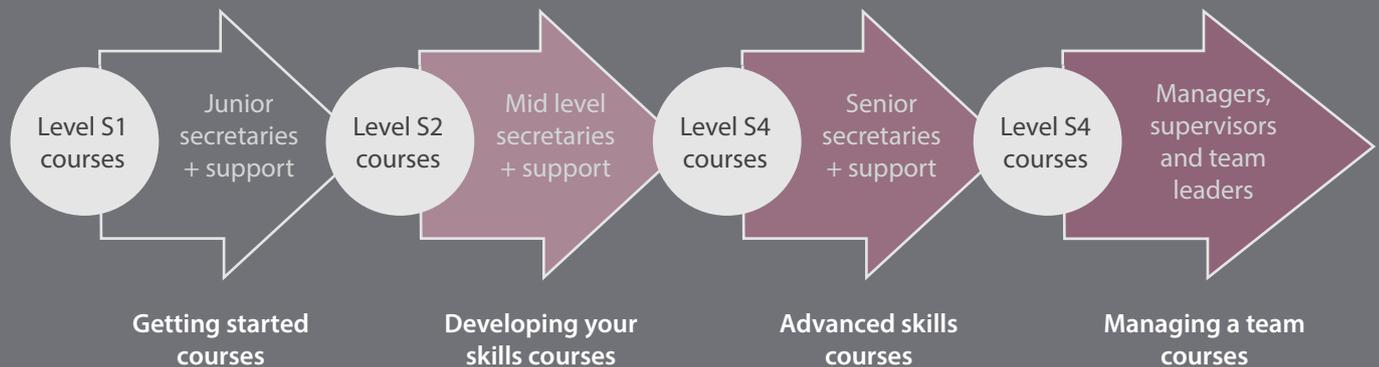
In order to stay ahead of the competition and meet clients' expectations, it is becoming increasingly vital for firms to have secretarial and business support areas that are at the top of their game and able to meet the demands of the modern law firm.

To help you develop and foster these skills in your firm, we have worked with leading experts to create skills-based training programmes that are suitable for all levels of staff at each stage of their career.

All of these courses are interactive, practical and tailored to your team's knowledge, experiences and requirements. Whether you are looking for a single course to fill a skills gap or a series of developmental courses over a longer period of time, CLT can help you.

Legal Core Skills

Courses for all of your secretarial and business supports areas:



Secretary *and* Business Support Core Skills: Development Journey

All of our courses can be booked individually or we can develop a tailored training programme to lead your team through each stage of their career.



Each of these individual courses can be combined to ensure we deliver the perfect training for your firm.

- Active Listening
- Assertiveness
- Communication Skills for Impact
- Confidence and You
- Coping With Stress (W)
- Dealing With Difficult People
- Delegation (W)
- Easy Email Etiquette
- Exceptional Front of House Skills (W)
- Fast Effective Reading
- Giving Effective Feedback (W)
- Improve Your Concentration and Memory (W)
- Managing Projects
- Managing Time – For Yourself and Others
- Problem Solving and Decision Making
- Professional Telephone Skills
- Running Effective Meetings
- Taking Minutes
- Team Leading
- The People Management Toolbox
- Think on Your Feet
- Working in a Team
- Working Smarter Not Harder
- Writing Reports and Business Cases

Secretary *and* Business Support Core Skills A-Z *of* courses

Want to find *out* more?

For more information about our Secretary and Business Support Core Skills Programme or to discuss your general in-house training requirements please contact:

Lucy O'Connor
In-house Training Manager
lucy.o'connor@clt.co.uk
+44 (0)121 362 7707

What our clients say:

"As a firm we have worked with CLT for many years. CLT have been able to assist with training across all our practice areas through the provision of bespoke in-house courses to ensure our knowledge is kept up to date. The in-house team are friendly, professional and understand our requirements, putting us in touch with the appropriate lecturer and working with us to tailor courses as necessary. The bookings are always efficiently handled and we never have to worry whether course notes will arrive on time." **Charles Lucas Marshall**

"CLT have been helping us to run cost effective up-to-the-minute in-house training for many years. I particularly value the fact that they will flex the subject matter of their published open courses according to our needs and their speakers are even prepared to squeeze their 5 hour programmes into 3 hour seminars. The administrative back-up works extremely well and all the course materials are excellent." **Howard Kennedy**

"The in-house training provided ran smoothly and all expectations were met. As a fee earner you already have the basic understanding of client care but this tailored in-house course gave us that step further to enhance our skills. Topics were covered to their best and it was good to engage whilst at training as it helped all fee earners and support staff adapt to how we deal with the issues addressed on a day to day basis." **Kerwoods Solicitors LLP**

"Pickering and Butters worked closely with Central Law Training in developing some tailored skills training. The speaker was very engaging and delivered a clear, knowledgeable and highly interactive course that was tailored specifically to our requirements. Employees who attended the training now feel very motivated to work more efficiently and we wouldn't hesitate in recommending this course. The training was thought provoking and attendees can now use what they have learned in their daily practice." **Pickering & Butters LLP**