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President: Duncan Baxter IRRV

Treasurer: Mike Shang FIRR V

Motivational Workshop

Venue – Preston Town Hall, Preston

Date – Wednesday 28th September 2016

Dear Colleague

I am pleased to announce that the Lancashire & Cheshire Association have again been able to secure the services of David West from Smile Motivation to deliver a one day motivational workshop specifically aimed at revenues and benefits staff.

After a successful career in revenues and benefits (mainly with Capita Local Government Services) David set up Smile Motivation www.smilemotivation.co.uk in order to utilise his extensive experience, knowledge and understanding of motivation theory and practice to deliver his unique motivational workshops to a wider audience.

Motivational factors are personal to the individual and so to ensure that delegates fully realise the personal benefit of attending this event we are limiting the workshop to a maximum of 12 delegates.

At **£100.00 per delegate** I believe that the event offers high class motivational training at an extremely competitive rate. This includes lunch, refreshments and training materials. As places are limited I recommend that you book early to avoid disappointment.

With the pressures currently facing revenues and benefits staff and the uncertainty for the future I think the event is a must for anyone working within a revenues and benefits environment.

Full details of the workshop objectives and a booking form are attached.

Yours sincerely,

Duncan Baxter IRRV

Association President

Please visit our website: <http://www.irrvassociations.org.uk/index.asp?AId=3>

Purpose (Soft Skills Training)

By the end of the workshop the participants will:

- Be confident and highly motivated;
- Understand the relevant motivation theories;
- Understand how to motivate their staff;
- Be more productive;
- Be keen to use their new skills;
- Be highly positive;
- Be greater engaged with their organization;
- Smile more;
- Achieve greater job satisfaction;
- Share ideas to improve their organisation's processes and procedures



Who will benefit

- Managers;
- Team Leaders;
- Back Office Staff; and
- Customer Service Staff

Basically, anyone involved in revenues and benefits.

IRR V Lancashire & Cheshire Association

‘Motivation Workshop’

Programme

9.30 – 9.45	Registration – Tea & Coffee	
9.45 – 10.00	Introduction and Objectives	Duncan Baxter IRR V, Association President
10.00 – 12.30	Morning Session Power of the mind; Positive thinking; People their personalities, beliefs and attitudes; Motivators and de-motivators; Motivation theories; Motivational tools and techniques	David West, Smile Motivation
12.30 – 13.45	Lunch	
13.45 – 15.30	Afternoon Session Target Setting; New skills to transform the working environment; Playing the work game; Goals at work and at home; Integrity in the workplace; Negative people and the dangers; Control check and balances	David West, Smile Motivation
15.30 – 16.00	Summary and Question & Answer Session	David West, Smile Motivation
16.00	Workshop Close	

During the day there will be refreshment breaks one in the morning and another in the afternoon.

The association reserves the right to alter the timing or content of sessions where circumstances require

Booking Form: Motivational Workshop

Date: Wednesday 28th September 2016

Venue: Preston Town Hall

Times: Start: 9.30 a.m.
Finish: 4.00 p.m. (approximate)

Cost: £100.00 per delegate — includes lunch, refreshments and training materials

*Unfortunately for this event we are restricted to only 12 delegates and so are unable to offer any discount for IRRV Members.

Please note: As places are limited please book early to avoid disappointment.

To reserve your places fill in your details **including your Purchase Order number** and email them no later than Friday 16th September 2016 to:

Mike Harkins IRRV, Assistant Treasurer

E: mharkins@rundles.org.uk

Name of Authority	
Address for correspondence	
Contact name & Tel no	
Email address	
PO Number	

Name of Delegate	Contact Email address	Work involvement* *E.g. NNDR / Other	Dietary requirements

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