FOUNDED 1882 INCORPORATED 1927 
President: Peter Haywood IRRV (Tech)
Treasurer: Mike Shang FIRRV

**Motivational Workshop**

**Venue – Mercure Hotel Haydock (formerly Haydock Thistle Hotel, Haydock)**

**Date – Thursday 28th January 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](http://www.smilemotivation.co.uk) in order 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,

**Peter Haywood IRRV (Tech)**

Association President

**Please visit our website:** [**http://www.irrvassociations.org.uk/index.asp?AId=3**](http://www.irrvassociations.org.uk/index.asp?AId=3)

**Lancashire & Cheshire IRRV Association**

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|  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.

**IRRV Lancashire & Cheshire Association**

**‘Motivation Workshop’**

**Programme**

9.30 – 9:45 *Registration – Tea & Coffee*

9:45 – 10.00 **Introduction and Objectives**

**Peter Haywood IRRV (Tech), 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:** Thursday 28th January 2016

**Venue:** Merucre Hotel Haydock (Free car parking is available)

**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 15th January 2016 to:

Mike Harkins IRRV, Assistant Treasurer

E: mharkins@rundles.org.uk

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

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| --- | --- | --- | --- |
| **Name of Delegate** | **Contact** **Telephone No.** | **Work involvement\*****\*E.g. NNDR / Other** | **Dietary requirements** |
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