



Practice  
Management  
Excellence

# 2024 Courses for Chambers' Practice Managers

PME

# Chartered Management Institute Accredited Courses

For Junior Clerks up to 3 years

## The IBC Introduction to Business Management Course

### What will this course cover?

This course is designed for junior clerks and has been commissioned and built for the Institute of Barristers' Clerks. The course is a blend of in-person, e-Learning and project-based training.

The course is monitored and accredited by The Chartered Management Institute. Delegates will become members of the CMI, which will give them access to vast member benefits.

We have a dedicated website to support this course  
[www.ibc-education.co.uk](http://www.ibc-education.co.uk)

### Running time:

6 Months

### Costs:

£1,465  
for IBC members

£1,780  
for non-members

### Dates:

Enrolment  
January and July  
each year

For Clerks at all levels

## IBC Advanced Business Management

### What will this course cover?

This course has been developed for the IBC and accredited by The Chartered Management Institute (CMI). This bespoke course, built for barristers' clerks, is intended to accelerate career development to higher levels within chambers. This programme has been designed for maximum flexibility and interaction with the course facilitators and other delegates. Delivery of the programme is a blend of in-person, e-Learning, project-based and one-to-one development.

### Suitability of the course

For progressive clerks with a growth mindset, who focus on their continual professional development. This flexible course has been successfully run for clerks of all levels, from juniors to senior clerks. Its flexible and engaging nature is built to fit around your busy career.

Delegates will become members of the CMI as a part of their enrolment, which gives them access to vast member benefits.

We have a dedicated website to support this course  
[www.ibc-education.co.uk](http://www.ibc-education.co.uk)

### Running time:

12 months (flexible)

### Costs:

£2,950  
for IBC members

£3,150  
for non-members

### Dates:

Enrolment is  
February - April  
each year  
for a 1st May start

# Bespoke training and personal development

PME offers a range of courses and development programmes bespoke to the running of chambers. If you require one-to-one or in-house delivery of any of our courses, please contact Don Turner to discuss options available.

✉ don@pmetraining.co.uk 📞 07775 074568

For Clerks at all levels

## Client Engagement and Developing Business

*Getting it right first time and every time for your clients*

### What will this course cover?

This is a practical and interactive workshop which explores how we engage with our clients, from customer service excellence to understanding why your clients buy from you. You will gain new insights and strategies around client communication techniques such as writing a LinkedIn post, as well as valuable marketing activities.

### Running time:

11.00am – 4.30pm

### Costs:

£399

### Dates:

March 12th  
October 8th

For Clerks at all levels

## Effective Practice Development for Members

*Understanding the Clerk's role in their members' success*

### What will this course cover?

This popular and highly interactive workshop addresses the significance and structure of managing and developing the careers of members of chambers. You will gain expert knowledge and confidence in running a first-class PDM. You will learn how to support members, from tenants to assisting in Silk applications.

### Running time:

11.00am – 4.30pm

### Costs:

£399

### Dates:

March 20th  
October 9th

For Clerks at all levels

## Building positive relationships within chambers

*Handling difficult people and using your personality to gain better results*

### What will this course cover?

Being a barrister's clerk is all about "people". This highly inspiring soft-skills workshop gives you insights on how to gain a better outcome when dealing with members, clients, and colleagues, and may even enhance your own personal relationships. You will discover what motivates you, what drives the people around you, and how to gain direction in your own career development.

### Running time:

11.00am – 4.30pm

### Costs:

£450

### Dates:

April 16th  
October 15th

For Clerks at all levels

## Performance Management of Staff

*From team motivation to running  
a first-class appraisal system*

### What will this course cover?

This workshop addresses the significance and structure of managing and developing the careers of your practice management staff. You will gain enhanced skills in running professional staff appraisals, motivation of the clerk's room and achieving the most from your team.

**Running time:**  
11.00am – 4.30pm

**Costs:**  
£399

**Dates:**  
April 23rd  
October 22nd

For Clerks at all levels

## Professional Networking Skills

*Improve your confidence and reputation*

### What will this course cover?

Networking is a fundamental function of a barrister's clerk. This course is an in-depth and practical workshop which will develop your skills in building your own professional network. Learn how to develop confidence in meeting new people and enjoy networking opportunities.

**Running time:**  
11.00am – 4.30pm

**Costs:**  
£399

**Dates:**  
April 30th  
November 5th

For Clerks at all levels

## Professional Collaborative Negotiation Skills

*Gain a competitive advantage by bringing win-win  
solutions to your clients and chambers*

### What will this course cover?

Negotiations with clients can often be seen as bartering or finding a middle ground. This workshop will help you to improve and perfect your own negotiation style. You'll discover how to acquire the best outcome from your clients and win excellent results for members of chambers. We examine how to maximise income whilst building long-term collaboration with clients.

**Running time:**  
11.00am – 4.30pm

**Costs:**  
£399

**Dates:**  
May 14th  
November 12th

For Team Leaders and  
Senior Management

## Building a Business Development Plan for Chambers

*Demonstrate your professional knowledge and experience*

### What will this course cover?

This is designed to help senior barrister's clerks and team leaders with their planning and presentation of business development activities. This course takes influence from proven strategic business development tools and helps you build a professional and demonstrable business plan to be proud of.

**Running time:**  
11.00am – 4.30pm

**Costs:**  
£399

**Dates:**  
April 15th  
November 4th

For Clerks at all levels

## Professional Coaching and Mentoring Skills

*When you become a leader, success is all about growing others around you*

### What will this course cover?

The PME Training professional mentoring and coaching course will give you basic knowledge and skills to further develop and become an excellent mentor and coach. We explore the power of expert leadership in developing those around you, growing and nurturing their talent and motivation.

**Running time:**  
11.00am – 4.30pm

**Costs:**  
£399

**Dates:**  
June 3rd  
November 11th

For Clerks at all levels

## Professional Presentation Skills

*Find your confidence in speaking to large groups and getting your message across*

### What will this course cover?

Many of us, at some point in our careers, find ourselves delivering some form of presentation or speaking in public. This can be to a small group, a large conference or even a webinar. You will learn how to improve structure, make your presentation effective and build confidence in your delivery. This course will give you immediate improvements and long-lasting results. We explore how to become an excellent presenter, thus delivering maximum impact.

**Running time:**  
11.00am – 4.30pm

**Costs:**  
£399

**Dates:**  
June 10th  
November 18th

### Prices and Discounts

All prices shown are plus 20% VAT. 10% discount applies for multiple bookings.

### Course Specifications and Booking

Full course specification sheets are available upon request from [nicky@pmetraining.co.uk](mailto:nicky@pmetraining.co.uk)

### Course Locations

All courses for 2024 are planned to run in central London and require a minimum of four delegates for the course to run in-person. *If there are less than four delegates, the course will be offered remotely.*

## Can't make these dates?

Contact us to see how we can help you.