



# one click

Inside Birmingham and Solihull New Technology Institute

**nti**  
Birmingham and Solihull  
New Technology Institute



## New NTI headquarters - dedicated to better business



- Birmingham and Solihull NTI's new home has been designed to provide state-of-the-art facilities and training for business people in the region.

The finishing touches will soon be added to Birmingham and Solihull New Technology Institute's new home – a brand new building in the city's Eastside, opening on November 25th.

With dedicated meeting and training rooms, plus the very latest technology, the new premises will set the scene for the next phase of NTI's development supporting SMEs with advice and training.

“Our new headquarters represents all that NTI stands for, including provision of top quality but very affordable training courses delivered by experts from Birmingham and Solihull's colleges and universities. The NTI building will combine the vital elements of academic and business life in a purely adult environment equipped to deliver

the best, most effective training,” says Oliver Williams, who, as NTI's Programme Manager, is spearheading this autumn's move from the Institute's current base in Edgbaston.

NTI will occupy the ground floor of the new building, to be opened officially in early spring 2006, with the remaining four storeys housing the Learning+Skills Council for Birmingham and Solihull. NTI's facilities will include four dedicated training rooms, two IT suites, one suite of Apple Mac computers, two meeting rooms, the videoconferencing suite and a delegate rest area.

Courses provided will range from Cisco, Microsoft and Apple certifications to useful management and business skills courses.

Oliver is sure the new building will fix the NTI firmly in the minds of the region's business people as their first port of call when they want effective, affordable training for their managers and staff.

“This will be the crème de la crème of university and college delivery, challenging any mistaken perceptions about courses run by academics rather than commercial organisations. We will be using the very best tutors whose experience and understanding of the real world of work can help business people in Birmingham and Solihull.”

The NTI training rooms, video conferencing facilities and meeting rooms will also be available to hire.

## More to come after seminars' success



- Networking in every sense with NTI

The verdict on NTI's first series of pure training days, staged at Birmingham's Orange Studio in late May and June, is so positive that plans are in hand for more. The first four half-day sessions, which cost delegates just £15 + VAT each, were designed to provide tangible benefits and usable skills on the day. Seminars at the city centre studio covered Microsoft security, Computer Aided Design, PRINCE2 project management and networking computers.

Now Birmingham and Solihull NTI Programme Manager Oliver Williams is looking ahead to establishing a programme of similar events in 2006 at the NTI's brand new premises in Birmingham's Eastside.

Make sure you receive one click every quarter.

Send your details - and those of colleagues who should be on our mailing list - to NTI today.

[oliver.williams@uce.ac.uk](mailto:oliver.williams@uce.ac.uk)

# Training Spotlight

## Real actors make role play more effective

Role play is a great way to help people to understand and improve their skills in the work place from negotiating to assessments and handling difficult telephone calls.

But standing up in front of your colleagues can be inhibiting, which is why John Walton, Manager of the Solihull Training Consultancy, has established his own team of professional actors, Forum Theatre, to act out scenarios.

The Solihull Training Consultancy has been established for more than 15 years and delivers courses all over the UK – around 25% are in house Open Courses at Solihull Conference & Banqueting Centre in Solihull and 75% off-site, the majority of which are tailored to individual organisational requirements.

“The majority of people will shy away from role play, though sometimes a delegate will step in and take over from our actors,” John explained.

“We use our actors to support our training across a range of soft skills and administration-type programmes for sessions on, for example, handling

conflict, appraisal training, negotiation and persuasion, coping with pressure and telephone techniques. Seeing how people react, their body language, emotions and facial expressions, is an effective way to learn and we can tailor programmes to specific organisations’ requirements so the course reflects their workplace. By using professional actors who are used to working with us, delegates get more out of the sessions and they can ‘freeze frame’ the role play and ask questions and highlight errors in the way the scenario is being handled, then direct and encourage the actors to a more successful outcome.

“We have also employed Forum Theatre when companies are interviewing people for jobs or supporting organisations who are running ‘Assessment Centres’. Our techniques encourage openness, discussion and facilitation in a relaxed and informal setting.”

Contact **John Walton** on **0121 678 7233** or email **john.walton@solihull.ac.uk**



• Forum Theatre actors bring workplace clashes to life

## Hot summer courses will bring cool rewards



- TIC's programme ranges from two-day novice courses to part-time technical development schemes, spread over several weeks.

Short computer training courses to help everyone advance their careers – from basic training to advanced network systems development – are available during June and July at Birmingham's Technology Innovation Centre (TIC).

E-Skills UK, the DTI-supported sector skills council for information technology, continues to report skills gaps as still ‘plaguing a significant percentage of British employers’.

TIC is responding with affordable help for anyone in the Midlands, whether they are a computer novice or experienced IT professional. At every level TIC's courses can advance the individual's knowledge, skills and earning potential.

E-Skills UK reports that vacancies in IT roles rose by nearly 40% over a six-month period in 2004.

This summer's TIC programme ranges from two-day novice courses to part-time technical development schemes, spread over several weeks.

Over a dozen courses, from use of basic Microsoft Office, through website creation, digital and 3D imaging to computer network development, cater for most computer needs. They are aimed to help everyone

from individual job-seekers to employers wishing to upskill their workforce.

Anyone wishing to know more about TIC summer short courses should ring **0121 331 5400** e-mail **course.enquiries@tic.ac.uk** or visit **www.tic.ac.uk**

## Contact



**Birmingham and Solihull  
New Technology Institute**  
1st Floor  
Chamber House  
75 Harborne Road  
Edgbaston  
Birmingham  
B15 3DH

**T:** 0121 607 1915  
**F:** 0121 455 7602  
**E:** oliver.williams@uce.ac.uk  
**W:** www.bsnti.ac.uk



Leading learning and skills

