

THEATRICAL  
MANAGEMENT  
ASSOCIATION

**TMA**

---

# eat: events and training from the TMA

Supporting management within the  
performing arts



**September - December 2009**

---

## TMA training

---

The TMA's programme of training courses and events continues this autumn with:

### **Effective Management: walking the tightrope**

Sunday 6 – Friday 11 September 2009,  
Carberry Tower, Edinburgh, Scotland  
£1,100 + VAT TMA/SOLT Members  
£1,300 + VAT non-members

Established in 1993 the TMA's Effective Management course has provided intensive high quality professional development to almost 200 arts managers from across the whole of the UK. The course is your opportunity to address the many challenges that you may face as a Manager.

Sometimes you will find yourself in a position of responsibility where success can only be achieved through the management of other people.

Specifically designed for those working in the arts, the TMA's highly regarded Effective Management course will give you an introduction to all the tools you will need to ensure that you have the confidence to manage effectively.

### **TMA Members' Meeting & Venue Agreement Guidelines Seminar**

Thursday 17 September, Citizen's Theatre, Glasgow

TMA Members only - Free.

This year's Touring Symposium in March saw the launch of the TMA Venue Agreement Guidelines. Developed in response to calls from venue managers, producers and touring companies for contracts to be clear and unambiguous, Neil Adleman, of Harbottle and Lewis will present this half day seminar to introduce the Charter and how it can help in the production of contracts for your organisation.

in association with

**Harbottle & Lewis**

### **Children's and Family Theatre Seminar**

Tuesday 6 October, Birmingham Rep

Following the TMA Touring Symposium in March the TMA will hold a special event to continue the discussion on the particular issues affecting touring of children's and family theatre in the UK. For details please check our website.

---

## **Blackbaud PCI Seminar**

Wednesday 23 September, TMA, London  
Tuesday 29th September, West  
Yorkshire Playhouse, Leeds  
TMA Members only – Free

This workshop will look at the latest developments and legislation concerning online card payments. The event will provide you with a greater understanding of the challenges faced by theatres when keeping their customer interactions secure and PCI DSS Compliant.

in association with The Logic Group and

**Blackbaud**®

## **Managing Conflict with Customers**

Tuesday 20 October, West Yorkshire  
Playhouse, Leeds  
£75 + VAT TMA/SOLT members  
£100 + VAT non-members

Working to help our customers enjoy an artistic experience can be a source of immense job satisfaction. But what happens when things go wrong? If your role brings you in contact with customers you may have encountered difficult situations, flared tempers or even physical aggression. This day workshop will give you the knowledge to

deal with these situations, stay calm and professional, and reach a successful outcome for everyone involved.

## **Introduction to the Language of Finance**

Wednesday 21 October, TMA, Rose  
Street, London WC2E 9ET  
£130 + VAT: TMA & SOLT members  
£160 + VAT: non-members

Would you like to learn more about finance, how to plan a budget, or simply understand financial processes better? This practical one day seminar will cover key issues in financial management and budgeting. What is the difference between accounts and budgets? How to produce a budget and better understand financial information? You will be either new to finance or your role may in fact only include some financial responsibility. You will learn about budgets and accounts, how to prepare a simple budget and gain understanding of how your budgets fit into a wider organisational structure. This course is designed to dispel the myths surrounding accounts and finance.

---

---

## **Building a Public Profile: working with the media 2009**

Wednesday 28 October, Prince of Wales Theatre, London

£120 + VAT first delegate fee TMA/SOLT members

£90 + VAT additional delegate fee TMA/SOLT members

£160 + VAT non-members

This conference for Press and PR Officers will look in detail at how to develop strong and lasting relationships with the media. The day is an ideal opportunity for you to hear firsthand from those working in all areas of the media about how they approach their work and how those working in arts public relations achieve the best results for their organisations and clients.

## **TMA Theatre Awards in association with The Stage**

Sunday 1 November,  
Lyric Hammersmith, London

Join us once more to celebrate the best in UK Theatre with a host of celebrities and special guests.

in association with

**STAGE**  
THE

## **Contingency Planning: business continuity**

Wednesday 4 November, Prince of Wales Theatre, London

£120 + VAT first delegate fee TMA/SOLT members

£90 + VAT second delegate fee TMA/SOLT members

£160 + VAT non-members

What plans can you put in place to ensure that your business is ready for any eventuality? This one day seminar and workshop for Business, Theatre and Marketing Managers and others directly involved in dealing with Business Continuity will help you prepare for the unexpected.

supported by



**WALTON & PARKINSON**



**CHUBB**

## **TMA Winter Event: Ambitions for the New Age**

Thursday 12 November, The Almeida, London

This year's event will debate the new values which will inform arts provision in the next 20 years. What are the ambitions of the directors, producers and others involved in the performing

---

---

arts as we respond to the changing world and how will this legacy be viewed and indeed valued. Keynote address will be given by John Holden, DEMOS.

### **The Language of Finance**

Wednesday 11 November,  
TMA, Rose Street, London WC2E 9ET  
£130 + VAT: TMA & SOLT members  
£160 + VAT: Non members

Would you like to learn more about finance, or simply refresh your knowledge on the subject? The Language of Finance is a practical one day course covering everything from the difference between accounts and budgets, restricted and designated funds and how to read financial results. In addition you will learn about Management Accounts, how to write helpful budget notes and gain a better understanding of VAT and Cultural Exemption.

### **How to book**

To book your place or for more details on our programme of events and professional development opportunities please visit [www.tmauk.org/eat09](http://www.tmauk.org/eat09)

### **Introduction to the Performing Arts Industry**

This autumn the TMA will be taking to the road to hold a series of events providing an introduction to the industry. Hosted by TMA member theatres, these events are an opportunity for those new to the business: recent recruits and staff members or those who have a professional interest such as Board members and local authority representatives, to gain an insight into the work of the performing arts industry in the UK.

### **Just the Ticket: box office and ticketing**

This event is for those who have responsibility for Box Office and ticketing within their venues, it will look at ticket and box office systems, the role of the Box Office Manager and ticket pricing. Full details will be available on the TMA website soon.

*Programme is correct at time of going to press but is subject to change*

## bringing the industry together

---

The TMA is the leading UK-wide membership organisation for the management of the performing arts. We provide:

### **Networks within the Industry – keeping you up to date**

Providing direct contact with other theatre and venue managers, touring companies, promoters and others working through the performing arts through our extensive programme of national and regional events, and through our website

### **Advice and Support - reducing risk and costs for your organisation**

Providing members with free one-to-one advice on legal issues, including employment law through our Legal Officer, a qualified solicitor and specific advice on industry and union related matters through our specialist in Employment Relations

### **Professional and Organisational Development – improving performance**

Our comprehensive Training and Professional Development programme offers courses and events for all levels of management, and across the many functions within your organisation including Marketing, Press and PR, Finance, Front of House and Operations, as well as broader Effective Leadership issues such as Conflict Resolution Management, Mentoring and Coaching

### **One voice for the industry - influencing decision-makers**

We promote the financial and social impact of UK theatre, as well as the views of our membership, in order to influence policy and legislative decisions working in partnership with such organisations as the Society of London Theatre, Creative & Cultural Skills, National Campaign for the Arts and the Independent Theatre Council

For more information on TMA membership and our services please contact Seamus McGibbon, Business Development Manager at [seamus@solttma.co.uk](mailto:seamus@solttma.co.uk) or by telephone on 020 7557 6734 or visit the TMA website at [www.tmauk.org](http://www.tmauk.org)