

NAME OF COURSE	DATE OF COURSE	COST
Exceptional Customer Service	20 June 2018	R3,950.00
Exceptional Customer Service	21 June 2018	R3,950.00
Effective Team Leadership Using EQ	5 & 6 July 2018	R5,950.00
Telephone Etiquette	11 July 2018	R2,950.00
Building Powerful, Responsive & useful Dashboards	11 & 12 July 2018	R3,950.00
Intelligent Business Communications	13 July 2018	R3,750.00
Intelligent Business Communications	20 July 2018	R3,750.00
Everyday Performance Management that works	16 July 2018	R3,250.00

EXCEPTIONAL CUSTOMER SERVICE:

20 June 2018 / 21 June 2018 1 Day
R3,950.00

About the Course

Being a customer service focused organisation is the single best way to maintain and grow your business in the face of active competition. Customer service is a culture that should be ingrained in all staff, but specifically those dealing with the outside world.

The answer is to ensure that everyone in your company becomes a customer services representative. Whether you work in administration, finance, marketing, sales, procurement, IT, research or cleaning, your role becomes that of the ambassador.

EFFECTIVE TEAM LEADERSHIP USING EQ

5 & 6 July 2018 2 Day
R5,950.00

About the Course

Emotional intelligence (EQ) in a manager is the ability to manage your own emotions and recognise the emotional needs of your team and manage them accordingly. It is also a vital part of Leadership Development within any organisation. Emotionally intelligent managers are able to deal with difficult employees, a demanding boss, rapid changes in the workplace and unexpected problems while keeping a level head and a self-confident attitude.

This intensive 2 day Effective Team Leadership using Emotional Intelligence (EQ) course will equip all who attend with surprisingly simple, yet effective ways to deal competently with current and future issues in the workplace. You will discover your current level of EQ, and receive techniques for managing staff in an EQ astute manner.

Once mastered, EQ will help you to choose your battles wisely, behave assertively and confront sticky situations with confidence. Learn the techniques to become more inspirational, more encouraging, more directive and more persuasive and above all, respected for who you are and not just for your job title.

TELEPHONE ETIQUETTE

11 July 2018

1 Day

R2, 950.00

About the Course

A friendly and professional receptionist immediately creates a fantastic first impression in the customer's mind. Just from that first contact, their impression of your organisation is one of being efficient, customer service oriented and professional. Unfortunately, not everyone is born with a clear speaking voice, professional tone or appropriate dress sense; but these vital Telephone Etiquette and Frontline Reception skills are ones that can be easily acquired with the right training.

This essential 1-day course will teach you how to improve the way you answer the phone, as well as eliminate any annoying telephone habits that may make you sound less professional. Attend this course and discover how to always sound and look professional, greet visitors competently and give the very best "first impression" to callers or visitors.

BUILDING POWERFUL, RESPONSIVE & USEFUL DASHBOARDS

11 & 12 July 2018

2 Day

R3, 950.00

About the Course

Many organisations have a wealth of information available to them about customer behaviour, financial performance, production activity, stock levels – the list is endless. Collating and formatting that data into useful information can be a time consuming, resource intensive process. Managers need to have the right information available at the right time, in the right format in order to make decisions that impact their departments and organisations.

Whether you're a Managing Director, Sales Manager or a Production Manager, setting up custom MS Excel Dashboards displaying and updating your information the way you want it, will solve a lot of management information issues.

INTELLIGENT BUSINESS COMMUNICATIONS

13 & 20 July 2018

1 Day

R3, 750.00

About the Course

How come we often feel we are communicating effectively with our colleagues but they still manage to misunderstand us? The reason is that we all communicate differently, depending on our personal preferences – AND depending on our personal thinking style.

Understanding how we communicate is the first step to actively managing our daily business communication – which will result in increased efficiency, reduced conflict and a better performance within our team.

EVERYDAY PERFORMANCE MANAGEMENT THAT WORKS

16 July 2018

1 Day
R3, 250.00

About the Course

Effectively managing the performance of your team is a lot more than periodically explaining goals, measuring statistics and doing annual performance evaluations or ticking boxes from time to time. It is mainly about collaboration and teamwork for mutual success. Successful performance management is an ongoing, continuous process, where employees and managers work together to ensure that goals and objectives are achieved and an employee's contribution to the organisation is not only beneficial but measurable.

If done appropriately, performance management can ensure the willing, goal-directed contribution of your team members. This 1-day, intensive training programme will provide managers with the tools they need to manage their staff in a way that results in a willing and results-driven team. It is run by an experienced and expert facilitator, using practical input, discussion, case studies and exercises.

