

DRIVING WORKPLACE PERFORMANCE

"Companies investing in developing the skills of employees at all levels have seen significant improvement in productivity, customer satisfaction, sales and competitive advantage"

MASTERING COMMUNICATION SKILLS

- ESSENTIALS OF COMMUNICATION (SERIES)
 - VERBAL & NON-VERBAL
 - LISTENING SKILLS
 - GETTING YOUR MESSAGE ACROSS
 - NAVIGATING OFFICE POLITICS
 - COMMUNICATION BREAKDOWN
 - ART OF ASSERTIVENESS

DEALING WITH CONFLICT

- IMPACT OF CONFLICT
- WORKING WITH YOU IS KILLING ME
- WHAT TO DO WHEN CONFLICT HAPPENS
- SOLVING CONFLICT
- DEALING WITH BAD BEHAVIOUR

DEALING WITH A DIVERSE WORKPLACE

- THE IMPACT OF DIVERSITY
- STEREOTYPES THAT HURT
- AS SIMPLE AS RESPECT
- AGE & DISABILITY IN THE WORKPLACE

CUSTOMER RELATIONS

- WHAT IS CUSTOMER RELATIONS
- THE NEW BREED OF CUSTOMER
- THE IMPACT OF CUSTOMER EXPERIENCE
- WHY CUSTOMER LEAVE

CUSTOMER SERVICE

- COMPETITIVE EDGE CUSTOMER SERVICE.
- SOLVING CUSTOMER PROBLEMS
- DEALING WITH DIFFICULT CUSTOMERS

COMPETITIVE SALES TECHNIQUES

- KEY SELLING TECHNIQUES
- HOW TO CONNECT IN BUSINESS
- THE MARRIAGE OF SALES & MARKETING