PROFESSIONAL

SERVICES

COURSE CATALOGUE



CONTEXTUALISED COURSES FOR YOUR BUSINESS

FACE TO FACE
 DELIVERY IN
 SMALL OR LARGE
 GROUPS

ONLINEWORKSHOP MODE

ONE ON ONE
 MENTORING OR
 COACHING

- 1 A New Way to Train Employees 2 - Anti-discrimination and Equal Opportunity 3 - Consumer Law 4 - Electronic communication and social media 5 - Misleading conduct and competition law 6 - Privacy for the Private Sector 7 - Sexual Harassment in the Workplace 8 - Work Health and Safety 9 - Workplace Bullying 10 - Always Be Closing 11 - Become an Effective Leader 13 - Becoming a Presenter with Purpose 14 - Build Your Team **15** - Closing with Confidence in Sales 16 - Coaching Skills **17 - Communicating Effectively 18** - Communication Skills All Managers Must Master **19** - Communication Styles and Emotional Intelligence **20** - Anti-discrimination and Equal Opportunity 21 - Australia - Consumer Law 22 - Electronic Communication and Social Media 23 - Misleading Conduct and Competition Law 24 - Sexual Harassment in the Workplace 25 - Work Health and Safety 26 - Workplace Bullying 27 - Conducting Effective Meetings 28 - Conflict Management 29 - Connect with the Customer **30 - Customer Expectations 31** - Customer Loyalty 32 - Customer Marketing 33 - Customer Service Success 34 - Dealing With Performance Issues **35** - Dealing with Stressful People 36 - Developing Employees 37 - Developing Management Skills **38 - Effective Delegation 39 - Effective Listening 40** - Effective Questioning for Sales
 - 41 Emotional Intelligence

 DURATION IS FLEXIBLE 1 HOUR - 2 HOUR TRAINING 	 42 - Employee Motivation and Ethics 43 - Employee Personality and Fit 44 - Handling Customer Complaints 45 - Handling Objections in Sales 46 - How to Engage Customers in Telephone Conversations 47 - How To Hire The Right People 48 - Identifying and Exceeding Customer Needs 49 - Identifying Diversity in Others
• COST EFFECTIVE	50 - Identifying the Culture of Your Organization 51 - Inspirational Leadership 52 - Leadership and Management - Stress Management
• WE CAN COME TO	53 - Leadership and Management - The Key to Delegation
YOU	54 - Leadership versus Management 55 - Making Effective Decisions 56 - Making Meetings Matter 57 - Management and Leadership - Dealing
• IF THERE IS A TOPIC	with Difficult Staff
OF INTEREST AND IT	58 - Management and Leadership - Team
IS NOT ON OUR LIST.	Activities
PLEASE ENQUIRE.	59 - Managing Conflict in the Workplace 60 - SMART Objectives
	61 - Time Management
	AND MANY MORE.

ENQUIRE TODAY OR BOOK ONLINE NOW

0424 664 668

