



EXCITING TRAINING PROGRAMMES

FOR
2019

COMMUNICATION

- Communication Skills
- Effective Conflict Resolution
- Impactful Training Techniques
- Powerful Presentation Skills
- Telephone Techniques

CUSTOMER SERVICE

- Call Agents' Skills Programme
- Engage to Delight
- Feeling the Pulse of Customers
- Handling Difficult Customers
- Impress Like a Pro
- Influencing with Finesse
- The 8A's of Service
- The Art of Service
- Winning Customers through Writing

INNOVATION & CREATIVITY

- Design Thinking
- OutThink OutPerform

LEADERSHIP

- Leading in Times of Change
- Leading the Way
- Strategic Thinking and Planning
- The Business of Excellence
- The Omni Experience
- Visionary Leadership

MANAGERIAL

- Coaching, Counselling and Conflict Management
- Managing for Peak Performance
- Managing, Motivating and Making it Happen
- Optimising Performance through Coaching
- Retail Management Skills
- Talent Spotting

SALES & MARKETING

- Digital Marketing Made Easy
- Key Account Management
- Retail Selling Skills
- Strategic Selling
- Successful Value-based Selling
- Telesales Excellence (From Suspects to Prospects)
- Winning Negotiation Strategies

PERSONAL & TEAM EFFECTIVENESS

- Scaling Greater Heights Together
- The Peak Performer
- Understanding Your C.O.R.E Strengths
- Winning over Millennials



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