



TIME MANAGEMENT

AIM: TO ENABLE ALL PARTICIPANTS TO USE THEIR TIME EFFECTIVELY TO DELIVER RESULTS IN THEIR ROLE

This programme will assist the participants to:

- Use their time more effectively so that they achieve specific goals
- Be productive whilst they're at work, which will reduce costs and increase outputs
- Reduce their levels of stress by having a focused approach to what they need/want to do
- Improve the results within your business

EFFECTIVE FEEDBACK

AIM: TO CREATE A CULTURE OF IMPROVEMENT, SO THAT RESULTS ARE REALISED WITHIN THEIR TEAM

This programme will assist the participants to:

- Improve the performance of themselves and their team
- Feel comfortable about giving and receiving feedback
- Promote a culture of continuous improvement by consistently challenging the performance of our teams
- Realise that we all sit in the largest room in the universe . . . 'the room for improvement' and therefore open our mind and our teams mind to want constant and constructive feedback

COACH FOR PERFORMANCE

AIM: PARTICIPANTS SUPPORT THEIR COLLEAGUES TO DELIVER PEAK PERFORMANCE

This programme will assist the participants to:

- Enable their colleagues/teams each and every day to improve their performance
- Set their colleagues/teams up for success
- Share what they see and get their colleagues/teams to see how they can improve
- Focus on the performance of their team as a priority, rather than being task focused!

EFFECTIVE LISTENING SKILLS

AIM: ALL PARTICIPANTS TO PROACTIVELY LISTEN AND LEARN FROM OTHERS THOUGHTS AND FEEDBACK IN ORDER TO IMPROVE THE PERFORMANCE OF THE TEAM

This programme will assist the participants to:

- Get to understand what customers and colleagues really need from you and your business
- Take appropriate action which meets the needs of the business
- Develop a culture where customers and colleagues feel valued and will become fans of your business
- Support others effectively and efficiently

WORLD CLASS SERVICE

AIM: PARTICIPANTS TO UNDERSTAND HOW TO IMPROVE THE SERVICE CUSTOMERS RECEIVE SO THAT THEY BECOME LOYAL TO YOUR BUSINESS

This programme will assist the participants to:

- Understand what world class service is
- Gain an understanding of how to deliver world class service within your business
- Create an environment where your customers feel valued and are more likely to be loyal to your company
- Deliver what your customers need and beyond