

Schedule of Course

COURSE TITLE	WHO SHOULD ATTEND	COURSE CONCEPT	COURSE CONTENT	DURATION	FEES
TELEPHONE TECHNIQUES	All people using the telephone – particularly receptionists	To improve communication skills. To develop a professional telephone manner & ensure good customer relations to promote a good image for the organisation.	<ul style="list-style-type: none"> - Telephone etiquette - Common mistakes & frustrations - Customer relations - Handling complaints - Taking effective messages 	<p style="text-align: center;">½ day 9.30am – 1.00pm or 1.00pm – 4.30pm</p>	<p style="text-align: center;">\$250.00 ----- In-House \$220.00</p>
CUSTOMER SERVICE SKILLS	For all people dealing directly with customers particularly service industries e.g. retail & hospitality	To build a good reputation & keep clients happy & satisfied. Poor customer service can destroy this in one second.	<ul style="list-style-type: none"> - First impressions - Appearance/Manner - Speech & habits - Positive mental attitudes - Why customers return - Handling complaints effectively 	<p style="text-align: center;">½ day 9.30am – 1.00pm or 1.00pm – 4.30pm</p>	<p style="text-align: center;">\$250.00 ----- In-House \$220.00</p>
TRAIN THE TRAINER	People new to the trainer role who want to acquire skills & understanding of this function	To develop systematic training skills. To enable participants to analyse training needs, plan, design & implement training sessions.	<ul style="list-style-type: none"> - The psychology of learning - Needs analysis - Job/task analysis - Instructional objectives - Instructional techniques - Choosing the right method - Monitoring performance - Reviewing effectiveness - Training administration 	<p style="text-align: center;">3 days over 3 weeks</p>	<p style="text-align: center;">\$900.00 ----- In-House \$800.00</p>
FOUNDATIONS OF RECRUITMENT CONSULTING	New recruits wishing to pursue a career in the Industry with no prior experience and those wishing to hone their skills	To develop effective skills in all of the essential processes to deliver successful outcomes to both Candidates and Clients	<ul style="list-style-type: none"> - Goal setting - Employment Legislation - Marketing for Business - Building Client relations/loyalty - Attracting candidates/advertising copywriting - Effective customer service - Reference checking - Pre - post placement follow up 	<p style="text-align: center;">2 days 9.30am – 4.30pm</p>	<p style="text-align: center;">\$800.00 ----- In-House \$700.00</p>
SELECTION INTERVIEW SKILLS	Managers, Supervisors & others responsible for interviewing staff for selection purposes	To develop a systematic plan & approach to interviewing in order to ensure better selection decisions & fewer mistakes are made.	<ul style="list-style-type: none"> - Job analysis - Job description - Framework of the Interview - Questioning techniques - Assessment techniques - Reference checking 	<p style="text-align: center;">1 day 9.30am – 4.30pm</p>	<p style="text-align: center;">\$400.00 ----- In-House \$350.00</p>

WORKSHOP SCHEDULE – AUGUST – DECEMBER 2008

COURSE	DURATION/COST	DATES
Telephone Techniques Customer Service	Half Day \$250.00 per person \$220.00 In - House	Aug -12-August - 20 Sept -4 – Sept - 16 Oct – 8 – Oct- 20 Nov - 5 - Nov- 19 December – 10
Interview Skills	1 day \$400.00 per person \$350.00 In - House	Aug – 27 Sept – 2 Oct – 15 Nov - 13 Dec - 12
Foundations of Recruitment	2 days \$800.00 per person	Aug – 14– 15 Aug – 28 – 29 Sept – 9– 10 Sept – 23– 24 Oct – 16 – 17 Nov – 20– 21 Dec - 5