

# Our Services...



## Customer Service & Sales

- Call handling – inbound and outbound
- Face to face service
- Dealing with challenging situations
- Managing complaints
- Exceeding customer expectations
- Delivering excellent customer service
- Telesales
- Face to Face selling
- Customer Relationship Management

## Business Skills

- Presentation skills
- Meeting Skills
- Business writing
- Time management
- Company Induction
- Gaining confidence
- First Aid training
- Developing assertiveness
- Risk assessment
- Career coaching

## Team Building Events

- Building your team
- Developing your team
- Social events

## Management Development

- Skill development for first time managers
- Coaching skills
- Giving effective feedback
- Leadership development
- Managing change
- Developing your strategy

## Management Tools

- Appraisal skills – including setting SMART goals
- Managing absence and maximising attendance
- Getting the best from you team
- Interview and assessment centre skills

## Evaluation Service

- Employee surveys
- 360 feedback
- ROI evaluation of training
- Training needs analysis
- Delivering assessment centres

This list gives you a flavour of what we do - it is by no means exhaustive!

If you can't see what you want, just give us a call and we can discuss your requirements.