

Soft Skills Classes

Customer Service

Customer Service Level I
Customer Service Level II
Getting to know your customer
Meeting your customer's needs
Building a continuing relationship with your customer
Going the extra mile for your customer
Telephone skills
Calming upset customers
Customer satisfaction and practical tools for building important relationships
Providing quality customer service

Call Center Classes

Call Center Customer Service Level I
Call Center Customer Service Level II
Handling call professionally
Understanding the impact of your attitude
Using Email, Fax and telephone to promote superior service
Creating a self improvement plan for better service

Management Classes

Delegating for results
Excellence in management
The project office
Recognition, gratitude & celebration
Reconnecting with people
Rating your skills as a manager
Acting as the internal consultant
World Class management practices
Goals and goal setting
Project management
Successful negotiation
retaining your employees
Multipoint feedback

Coaching and Mentoring

Coaching and counseling
Coaching for development
Mentoring
Be you own coach
Making the most out of being mentored

Communication skills

Verbal Communication

Effective meeting skills
Giving and receiving feedback
Making humor work
Emotional Intelligence works
Communicating with employees
Getting your message across
The business of listening
the art of communication
Thinking on your feet

Written Communication

Technical writing in the corporate world
Writing business proposals and reports
Clear writing
Writing that sells
The building blocks of business writing
Copyediting
Powerful proofreading skills
Better business writing