

Communicating with Confidence

What you will learn:

This workshop will provide you with methods and techniques to communicate with increased confidence. You will learn how to efficiently and effectively recognise behaviours in others as well as looking inward to recognise your own behaviour type.

At the end of this workshop, you will be able to:

- Understand the components of excellent business communication
- Recognise the barriers to effective communication
- Identify your own preferred style of communication and how you have to adapt your style to suit other people
- Communicate confidently in a range of situations with a range of people

Personal Effectiveness & Time Management

What you will learn:

This workshop will help you to develop a positive and effective approach to managing your time and workload. Through practical exercises and proven time management tools and techniques, you will learn how to improve your personal effectiveness by planning, prioritising and avoiding procrastination.

At the end of this workshop, you will be able to:

- Identify how you manage yourself and your workload
- Understand the key principles of effective time management
- Identify key activities to allow you to achieve your goals
- Differentiating between urgent and important tasks and how to deal with conflicting priorities
- Creating to-do lists and daily plans to help regain control and reduce the need to fire fight
- Being proactive, staying one step ahead and reducing the need to fire fight
- Improve your self-discipline and avoid procrastination

Negotiating and Influencing

What you will learn:

This workshop looks at how to negotiate and influence effectively. It will help with making sound decisions based upon the available information, your own experience and a consideration of the possible outcomes.

At the end of this workshop, you will be able to:

- Defining negotiation and non-negotiating activities
- Understand how and when to negotiate
- Negotiate focusing on win-win outcomes and collaboration
- Recognising the 'trading currencies' at your disposal when you negotiate
- Influencing others and situations

Benefit Selling and Overcoming Objections

What you will learn:

This workshop focusses on how to present a proposition or product using the right language, style and selling technique to ensure a successful outcome. You will also learn how to tackle any objections that are raised and overcome them effectively.

At the end of this workshop, you will understand:

- Selling using features and benefits
- Using General Benefit Statements to communicate a proposition and describe 'what we do'
- Positive language and the use of tone
- Positive body language when selling
- Overcoming objections / Outweighing with benefits
- Gaining commitment

Maximising Opportunities

What you will learn:

This workshop focusses on ensuring we are delivering a professional service to our loyal customers. Through practical exercises and proven techniques, you will learn how to improve your 'when and how' to discuss additional services with existing customers.

At the end of this workshop, you will understand:

- Options for organic growth: Ansoff Matrix
- The importance of cross-selling and upselling
- Our 'Duty of Care'
- Our products and services
- The steps to effective cross-selling
- How we can maximise opportunities

Building Rapport and Delivering Great Service over the Telephone

What you will learn:

This workshop focusses on key customer service skills and how to converse professionally with customers on the telephone. Developing rapport over the telephone is harder than when we meet someone face-to-face, but there are techniques we can use to connect with people consciously whilst keeping the conversation natural and professional.

At the end of this workshop, you will understand:

- First and Lasting Impressions
- Call Structure and Telephone Etiquette
- Getting your Message Across
- Vocal Quality (VESPA)
- Listening Using: CARES
- Closing a Call

Dealing with Difficult Situations

What you will learn:

This workshop looks at how to respond effectively to difficult situations such as customer issues and conflicts. Through practical exercises and useful techniques, you will learn how to manage difficult scenarios successfully.

At the end of this workshop, you will understand:

- How to respond to difficult scenarios
- Managing difficult conversations
- Handling customer issues with confidence and assertiveness
- Managing your own behaviour and emotions
- Handling conflict effectively

Listening and Questioning Skills

What you will learn:

This workshop will provide you with the understanding of the importance of listening and questioning. As well as the techniques to help you achieve success throughout your role.

At the end of this workshop, you will understand:

- Listening skills and how to demonstrate active listening during conversations
- Understanding different questioning techniques
- Using questions to fact find and find opportunities - probing
- Using questions to build rapport
- Using questions to gain commitment
- How to use SPIN questioning effectively