

Office Etiquette

Background

The course is designed to provide participants with the necessary knowledge, skill and behaviour to increase their effectiveness in the office environment. It seeks to equip participants with the necessary social networking skill for them to develop business opportunities from social contacts. It is a structured development program which will enable participants to fulfill their potential within the organization

Target Participants

Middle-level management staff, especially those involved in initiating and completing business transactions

Objectives

At the end of the training, participants should have learnt:

- Issues faced every day in the workplace;
- How to conduct themselves professionally; and
- How to improve his/her behaviour in the work environment

Contents

Introduction to work ethics

Civility

Office Etiquette Topics

Professional dining basics

Safety at work

Other issues (meeting etiquette, cleanliness, etc.)

Discrimination/sexual harassment

Duration

2 days

Customer Care

Background

With stiff competition in the market place and firms in the industry offering similar services, the strongest enterprise advantage is in the perceived high quality of service enjoyed by the customer. The course will also equip participants with the basic skills necessary to treat the customer with the courtesy they deserve

Target Participants

Management trainees and front line staff, especially those involved in customer facing functions

Objectives

At the end of the training, participants should have learnt:

- The impact of customer service, with an emphasis on the total transactional experience;
- To define, describe and specify the details of effective customer service in their own capacity;
- To apply effective communications and to use basic assertiveness skills; and
- To deal with complaints and difficult customers competently.

Contents

Who is your customer?

Classifying customer service

5 dimensions of customer service

Effective use of technology

Handling difficult customer

Enhancing customer relationships

Duration

2 days

Personal Effectiveness

Background

Improving personal effectiveness is more than just a “do more, do better, and do it faster” mentality that keeps people running like a race horse around a track that has no finish line. The course provides well grounded and highly interactive sessions on the essentials of developing into a highly effectiveness individual.

Target Participants

Newly promoted management staff as well as support staff, who handle multiple task in the course of their day to day activities

Objectives

At the end of the training, participants should have learnt:

- About positive personal behaviour that enhance productivity;
- Skills to develop a general sense of personal adequacy;
- To integrate ethical reasoning with other work behaviors; and
- To improve employee productivity

Contents

Five building blocks to success

Ethics for personal effectiveness

Goal setting for effectiveness

Time Management for effectiveness

Motivation for effectiveness

Duration

2 days

The Frontline Officer

Background

First impressions last, and staff who work in any reception area are vital members of the corporate team. Their level of performance is invaluable to the overall success of an organization. Covering all aspects of front desk role, from answering the telephone to dealing with visitors, this receptionist skills training course is suitable for anyone who works in a "front office" function.

Target Participants

Frontline personnel, new hired contact center agents/consultants, customer service representatives

Objectives

- Understand the importance and use of the telephone in delivering exceptional customer service
- Developing communication skills in writing, verbal and voice
- Know how to deal with challenging callers & visitors
- Become more efficient & effective when dealing with clients and the public

Contents

Reception procedures & processes

Communication skills and how to Use them

Listening & questioning skills

Managing visitors waiting time

Courtesy

Duration

2-days

Effective Business Presentation

Background

Many top-performing organizations have built their presentation abilities into a source of powerful competitive advantage. Learn how to better understand your audience, speak to audience needs, get your ideas across clearly and persuasively, interact with your audience in a natural "real" way, and deliver highly credible presentations that have long-lasting and positive impact.

Target Participants

Managers, Executives and Professionals.

Objectives

- Assess the expectations of your audience;
- Plan and produce an effective presentation;
- Overcome nervousness when speaking in public; and
- Constructively deal with tough or challenging questions.

Contents

The anatomy of a successful presentation
Understanding audience differences
Adding vocal variety
How to overcome the fear of public speaking
Managing hecklers

Duration

2 days

Project Management

Background

One of the common causes of project failures is that the management expects anyone in the company to manage projects effectively. However, as is true in every discipline, some of them will be good at it and others will have no aptitude whatsoever. One of the reasons for this situation is that firms don't fully understand what project management is all about.

This course introduces the participants to the basics of project management and demonstrates the use of simple tools to effectively control the project delivery process.

Target Participants

Newly promoted management staff as well as middle level management handling multiple tasks in daily activities.

Objectives

At the end of the training, participant should have learnt:

- How to move project on to a successful outcome;
- Strategies for motivating the project team;
- Practical project tools and techniques;
- What to do when things are going well; and
- What to do when things go wrong

Contents

An overview of project management
Planning the project
Producing a workable schedules
Project control and evaluation
Managing the project team
How to make project management work in your company

Duration

3 days



Presents six Exciting courses

Office Etiquette

Customer Care Skill

Personal Effective Management

The Frontline Officer

Effective Business Presentation Skill

Project Management



To compliment your learning experience there is an exclusive course manual containing copies of all course materials. This will become invaluable references and refreshers for the courses

Daily schedule: 10:00am-5:00pm

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