

Short Development Courses

Give your staff the competitive edge with our comprehensive range of short development courses.

Our courses are designed to empower your people *and* your business.

Workforce Training & Development presents inspirational and motivational workshops to maximise organisational performance in key areas. Courses are held at your organisation's premises or training location, and are suitable for people in middle management, supervisory roles, and other staff as nominated by your organisation.

Business Development Training

- Achieving Sales on the Telephone
- Asking for Business
- Effective Sales Planning
- Practical Sales Skills
- Root Cause Analysis

Leadership Training

- Coaching at Work
- Coaching Skills for Managers
- Communicating Difficult Messages
- Great Leadership
- Leading Effective Teams
- Leading Meetings
- Project Management
- Success with Change
- The Power of Influence

Human Resources Training

- Absence Management
- Diversity
- Performance Management
- Talent Management

Customer Service Training

- Communicating with Customers
- Complaint Handling
- Customer Care on the Telephone
- Dealing with Phone Rage
- Effective Customer Care
- Good, Bad & Ugly Customer Service

Personal Development Training

- Anxiety at Work
- Assertiveness in Action
- Building Relationships
- Conflict Handling
- Emotional Intelligence
- Listening Skills
- Mentor Training
- Participating in Meetings
- Presentation Skills
- Prioritising & Planning
- Professional E-mails
- Questioning Skills
- Report Writing
- Stress Management
- The Art of Negotiation
- Think Your Way to Success
- Time Management
- Train the Trainer



Workforce Training & Development

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