



Our Business is Customers



3-IN-ONE Workshop:

★ Customer Care

Each and every one of us serves customers, whether we realize it or not. Your attitude affects Customer service.

★ Conflict Resolution

Wherever two or more people come together, there is bound to be conflict. This workshop will give participants a seven-step conflict resolution process that they can use and modify to resolve conflict disputes of any size.

★ Time Management

Personal time management skills are essential for professional success in any workplace. Those able to successfully implement time management strategies are able to control their workload.

Duration	:	1 day	
Dates available	:	18 April 2016	4 April 2016
Where	:	Pretoria	Johannesburg
Where	:	Price per delegate :	R2950, 00 (Inc. VAT)
Enrolment	:	gladys@softskillstraining.co.za or info@assessortrainer.co.za	

