



Skills Dynamics Services Ltd

2010 SCHEDULE TRAINING PROGRAMMES

<i>Courses</i>	<i>Course Objectives</i>	<i>Target Audience</i>	<i>Open Program</i>	<i>Duration</i>	<i>Fees</i>
<i>Customer Service Delivery: An Everyday Passion</i>	<ul style="list-style-type: none"> • Have a change attitudes and behaviour towards customers • Understand the skills and techniques required for effective customer service delivery • Raise their level of performance and commitment to achieve customer service goals. • Improve their communications, provide value-added service and effectively solve problems. 	Frontline employees, customer service officers, technical and support personnel, account managers, credit personnel, —as well as managers who want customer service training in order to reinforce their skills and train their staff.	March 24 th -25 th September 8 th – 9 th	2 Days	N55,500
<i>The Art of Attaining Personal Effectiveness</i>	<ul style="list-style-type: none"> • Analyse their current effectiveness in terms of time and priority management. • Identify appropriate situations and techniques for assertive communication. • Confidently deal with conflict situations and ‘difficult’ people. • Recognise the factors that contribute to building personal profile and impact. • Develop a personal action plan to enhance personal effectiveness at work. 	All those who influence, direct, and manage the work performance of others.	April 28 th – 29 th	2 Days	N55,500
<i>International Customer Service Certification from Service Quality Institute, USA</i>	<ul style="list-style-type: none"> • Certified Customer Service Leader (CCSL) • Certified Customer Service Trainer (CCST) 	Customer Service Managers and Trainers	Minnesota USA Feb.8 –11, 2010 May 17 – 20, 2010	3 Days 4 Days	CCSL - \$998 CCST - \$1,997
<i>Essential Skills for Supervisors/Managers</i>	<ul style="list-style-type: none"> • Understand the role of vision in leadership • Influence the behaviour of others 	Team leaders, supervisors, managers or all	July 28 th – 30 th	3 Days	N69,800

	<ul style="list-style-type: none"> • Get work done through others • Sustain and improve the performance of team members • Build an effective team 	those who influence, direct, and manage the work performance of others.			
Leading Empowered Teams for Quality Service	<ul style="list-style-type: none"> • Design an approach for meeting the intellectual and emotional needs of customers. • Define quality service job standards and communicate them to employees • Provide useful and continual feedback to employees • Create an atmosphere of teamwork and collaboration • Develop techniques for continuous quality improvement in service delivery and teamwork. 	Executives, managers, leaders and supervisors that want to drive and nurture a service culture built around empowerment and teamwork.	October 8 th – 9 th	2 Days	N75,000
Attaining Excellence for Secretaries/ Personal Assistants	<ul style="list-style-type: none"> • Better understand their organisation and the business environment in which it operates. • Recognise their professional role as part of the team and develop strategies for enhancing their service provision. • Identify and develop the skills, knowledge and attitude required for effectiveness in their function. • Create meaningful relationships with their colleagues at all levels. 	Secretaries, personal assistants and administrative officers.	July	3 Days	N69,800

- **Group discounts are available on all open courses. 3 participants at a particular course would attract a group discount of 5% while 4 or more participants would attract a group discount of 7.5%.**
- **The course fees cover tuition, materials, group lunch, tea/coffee break and snacks but exclude accommodation.**
- **Fees are quoted per participant.**
- **Courses can also be run as on-site training customized to client preferences.**
- **Fees for on-site training are negotiable as logistics are determined by client preferences.**
- **Contact us for more information at skillsdynamics@yahoo.com, info@sdsng.net. Telephone 08033246917, 01-8745588**