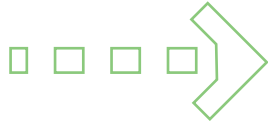




**Quality Assurance
& Management
Consultants**

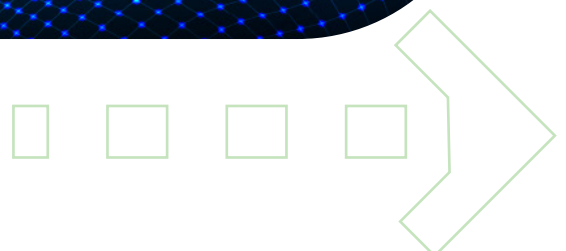
THE
**SOFT SKILLS
BUILDER**



Offer Includes:

Facilitation fees, training materials and certificates for all participants.

The offer does not include venue, meals and refreshments for the participants (These are to be provided by the client / Arrangements can be made as may be applicable)





Training Program

1

The Transformational Customer Experience Training



Does your organisation need improvement in the management of customer relations? Do your frontline staff require skills to effectively understand and respond to customer needs and concerns. Then this is the course for you. Learn how to use customer behaviour to gain insights in what the organization can do to improve their experience.



Duration

2 days

Minimum Number for Participants

8

Target Audience

- Receptionists
- Front desk officers
- Sales officers
- Customer Care service operators

Benefits



At the end of the training participants will be able:

- Participants will have self-awareness on how their behaviour impacts their interactions with clients;
- Participants will learn a common service language;
- Customer compliant resolution rates will increase;
- Participants will learn the touch points for client satisfaction.



2

Training Program

Management and Supervisory Skills Training



Maintaining an effective and efficient work center or division requires management and supervisory skills. These skills are a concern for maintaining service standards, efficiency, planning, organising, supervising for effective performance and monitoring.

This course is ideal for organisations that would like to mold a resilient performance driven culture that will enable them to succeed in challenging times.



Duration

2 days

Minimum Number for Participants

8

Target Audience

- Receptionists
- Front desk officers
- Sales officers
- Customer Care service operators

Benefits



At the end of the training participants will be able:

- Improve their productivity and job satisfaction as a direct result of increased job autonomy;
- Use delegation for effective talent development ,time management and motivation;
- Understand the mindset that brings about complacency in the work place;
- Learn to help team members achieve the desired results.
- Acquire techniques to help cope with difficult employees



Training Program

3

SALES TRAINING



This is a coaching program for sales professionals designed to make companies get better results by increasing volumes of sales per sales person. This program is designed for those who are responsible for managing sales teams. There will be a face to face interaction in which all participants will be required to develop the plans to grow the business for their organizations.



Duration

2 days

Minimum Number for Participants

8

Target Audience

- Sales Managers
- Sales Representatives
- Business Development Managers/ officers

Benefits



At the end of the training participants will be able:

- Focus on those activities that can boost revenue in their respective organisations;
- Hold better sales conversations with their prospects;
- Work on improving their product knowledge;
- Get inspiration on how to creatively improve their performance.



4

Training Program

Change Management



Our Change management program is a well-organized framework for managing the people side of change. It includes practices, processes, and planned activities designed to facilitate and lead organizations to move from the present state to a desired state. The goal of CM is not to eliminate resistance but to anticipate it, proactively plan for it, continuously manage it, and mitigate the consequences.



Duration

3 days

Minimum Number for Participants

8

Target Audience

- Program/ Operational Managers
- Change Agents
- Change Managers

Benefits



At the end of the training participants will be able:

- Understand and assess the need and impact of change;
- Align resources within the business to support the change;
- Be able to manage the diverse cost of change.



Training Program

Report Writing

5



Essentially, a report is a short, sharp, concise document which is written for a particular purpose and audience. Reports are critical for business, scientific and technical subjects, and in the workplace. They generally set out and analyse a situation or problem, often making recommendations for future action. It is a factual paper, and needs to be clear and well-structured. This program will help participants attain skills and proven advice for writing excellent reports.



Duration

2 days

Minimum Number for Participants

8

Target Audience

- Support Staff
- Managers
- Administrators

Benefits



At the end of the training participants will be able:

- Filter content according to their audience for input in their reports;
- Organise information in a way that makes logical sense for the targeted audience;
- Ensure that the information provided leads to desired outcome from the recipient of the report.

Training Program

Presentation Skills



This coaching based program will help you learn how to present information in a way that makes people listen. From an entrepreneur who needs to become better at pitching to their company to a student who wants to become more confident on stage, and everything in between. Learn the most essential things you need to give a presentation, speech, or keynote. You will learn tools and techniques that will help you remember your speech, how to story tell, how to engage the audience, how to be confident on stage, and how to manage your body language. Most importantly, you will learn how to relax (and even have fun) on stage, while keeping the audience highly engaged.

Target Audience

- People who want to learn the essentials of public speaking and storytelling
- Beginners in public speaking who want to get better on stage.
- Professionals who want to become better communicators.
- Managers who need to improve their communication skills.
- People who fear being on stage and who want to improve themselves.

Benefits



At the end of the training participants will be able:

- Have more confidence in themselves and ensure that this confidence is evident when they are communicating;
- Clearly articulate what they need / provide a report on their work;



Duration

2 days

Minimum Number for Participants

8

7

Training Program

Communication Skills Training



Communication skills allow one to give and receive information in an effective manner. Employers consistently rank these skills as one of the most commonly requested skills in postings in recent years therefore learning from great communicators through taking up this course will help you actively practice ways to improve your communication and will certainly support your effort to achieve various personal and professional goals.



Duration

2 days

Minimum Number for Participants

8

Target Audience

- Front desk staff, customer care agents, sales officials, business managers.

Benefits

At the end of the training participants will be able:

- Listen actively paying close attention to who they are communicating with ;
- Use the right communication methods;
- Communicate with the right positive attitude;
- Leave when they have learnt confident communication;
- Speak more clearly and audible with clarity;
- Notice non-verbal cues which are critical because they ensure one is sending appropriate cues to others.

Training Program

Team Build Activities/ Team Work



Over the years organisations have always invested in training employees solely through workshops, seminars, retreats, and motivation speakers. With time this has been proven to be predictable and therefore ineffective. With the introduction of our team build services, a back up to these trainings such as; practical tasks , activities, hands on executions, observation analysis and skills development have been incorporated in the training workshops. These have over time enabled groups of individuals to work effectively and efficiently together since they have been specifically designed to increase cooperation and performance in line with the goals and objectives of the organisation.

Target Audience

- All employees of an organisation are eligible

Benefits



At the end of the training participants will be able:

- Equips individuals and groups with problem solving skills;
- Equipped to creatively execute roles and responsibilities;
- Builds morale at work;
- Understand their roles and responsibilities;
- Improves communication amongst employers and employees;
- Enhances productivity and service delivery;
- Facilitates delegation;
- Ensure work life balance;
- Improve attitude of work.



Duration

1-3 days

Minimum
Number for
Participants

8

For More Information Contact:

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