

## Communication skills

- Perfect service on the phone
- Presentation skills
- Self-assured appearance
- Sales training: selling with credibility and sympathy
- Win-win negotiation
- Complaint management – a chance to retain clients

## Successful writing

- Letters and e-mails that hit home
- Answering complaints in a relaxed and professional way
- PR material that reaches the audience
- Writing for interactive media
- Concise and attractive technical documents
- Efficient protocols and memos

## Introductory trainings

- Marketing – an overview
- Client-oriented communication
- Client retention: meeting and exceeding expectations
- Public relations
- Project management
- Fairs & exhibitions

## Leadership, coaching & human resources

- Introductory workshop for new leaders
- Workshop for leaders in retail business
- Leading without a management position
- Understanding, supporting and empowering trainees
- Generation gap – understanding today's youth
- Typology: identifying your staff's personality and leading appropriately
- Understanding and shaping change
- Coaching employees: solving matters in an open, fair and committed way
- Finding viable solutions in conflict
- Developing and empowering teams
- Individual coaching for leaders and employees



- Fit for your job interview
- Professional job applications
- Assessing applications efficiently
- Assessment 50 plus: standpoint and outlook

### **Self-management**

- Business etiquette: scoring with impeccable manners
- Self-marketing: promoting your personality and your services
- Office management
- Time management (including e-mail)
- Working efficiently with e-mails, setting up rules for the whole organisation
- Using MS Office effectively
- Working effectively with MS Outlook 2010
- Professional PowerPoint presentations
- Speed reading: grasping more in less time
- Learning easily: advanced techniques
- Setting priorities and freeing up space

### **Personality development**

- Asserting yourself in a calm way
- Setting limits: saying no in a positive way
- Shutting off energy guzzlers
- Self-motivation: how thoughts create reality
- You earn what you deserve
- Using your vital energy in meaningful ways
- Ready wit: competent and fair
- How body language skills can boost your charisma
- Emotional intelligence: successful people deal with their feelings
- Boost your impact with charisma and genuine empathy
- Taking the right decisions and realising your resolutions

### **Stress & conflict management**

- Non-violent communication: the courage to say what you mean
- Flow rather than burnout
- Stress management: the art of relaxed living
- Mobbing – a phenomenon of our times
- Alcohol at work