

Successful Project Management

Course Outline

- * Understanding Project Management
- * Defining the Roles of the Project Manager and the Team
- * Defining the Project
- * Estimating the Activities
- * Planning the Activities
- * Preparing a Project Plan
- * Controlling Time, Cost, and Scope
- * Evaluating and Reporting on Project Performance

Course Overview

Participants will develop skills to plan and execute projects to ensure that they meet agreed goals of time, cost, and scope.

How You Will Gain

Participants will learn to:

- * Set measurable project objectives and create a practical plan to achieve them.
- * Control the time, cost, and scope of the project.
- * Lead the project team and manage relationships effectively and productively across the spectrum of project stakeholders.

Keeping Customers for Life

Course Outline

- * Top-Management Commitment
- * Internal Evaluation
- * Determining Customer Requirements
- * Goals and Performance Measures
- * Customer-Driven Management
- * Customer Relations = Employee
- * Empowering Employees
- * Feedback and Rewards
- * A Cross-Functional, Customer-Driven

Course Overview

Participants will understand strategies for improving overall customer satisfaction and the process for resolving customer complaints and problems.

How You Will Gain

Participants will learn to:

- * Seize Customer Service Opportunities (CSO)
- * Resolve complaints and solving customer problems.
- * Apply the "I.D.E.A." Process (Identify, Diagnose, Explore, and Act)
- * Empower your frontline contact people to be proactive customer champions

Interpersonal Communication Skills in the Workplace

Course Outline

- * The Importance of Effective Communication
- * Common Communication Barriers
- * Giving and Receiving Constructive Criticism
- * Getting Along with Different Personality Types
- * Communicating Through Conflict
- * Effective Listening Skills
- * Nonverbal Communication
- * Verbal Communication
- * Everyday Communication Habits for Office Harmony

Course Overview

Participants will develop and enhance communication skills using listening techniques, conversation, and nonverbal strategies.

How You Will Gain

Participants will learn how to:

- * Identify personal barriers to effective communication and develop strategies to overcome them
- * Give and receive workplace criticism constructively
- * Use body language techniques to reinforce the meaning of what you say
- * Understand and communicate more effectively with different types of people

Successful Interviewing Techniques For Hiring, Coaching, And Performance Management Meetings

Course Outline

- * Interviewing Basics
- * Legal Concerns
- * Questioning Techniques
- * How to get the most out of every Interview
- * Applicant-related Interviews
- * Employee-related Interviews
- * Assessment and Change-In-Status
- * Interviews
- * Dealing with Different Interviewee Types

Course Overview

Participants will learn to apply techniques to twelve types of business interviews, from hiring and coaching to assessment and termination. Participants will also appreciate the wealth of real life dialogues that highlight this broad based and highly useful course.

How You Will Gain

Participants will learn to:

- * Prepare effective interviews
- * Build rapport with interviewees
- * Document interviews
- * Construct competency-based questions
- * Improve listening skills
- * Interpret body language
- * Interview job applicants, review references and ascertain qualifications
- * Coach, counsel, discipline and evaluate performance more effectively
- * Hire the "best" employees

Knock Your Socks Off Service on the Phone

Course Outline

Knock Your Socks Off shows you how to be simply great on the telephone. Practical exercises and real-world examples combine to reinforce your learning and nail down the powerful techniques that will multiply your telephone effectiveness many times over!

Course Overview

Participants will improve telephone effectiveness by understanding the basics of customer service and business telephone etiquette.

How you will Gain

Participants will be able to:

- * develop your own phone personality
- * tame the technology in your telephone
- * avoid the pitfalls of taking messages, transferring calls, and other basics
- * handle phone stress and stressful calls
- * sell on the phone
- * create a personal action plan to continuously improve your telephone performance

These training programmes have been customized by the AMA to meet the training needs of today's corporations or their employees.

AMA training materials, seminars, courses etc. is used by individuals, Universities, colleges, government agencies and leading companies including 486 of the fortune 500 companies.

Each year, thousands of Business professionals require the latest AMA know-how.

AMA reading material allows employers to easily evaluate their employees' progress and measure the significant return on their training investment.

These programmes are designed to give your organization and employees that competitive edge.

Register your employees for one of the following short courses:

- Successful Interviewing Techniques
- Successful Project Management
- Keeping Customers for life
- Delivering Knock Your Socks Off Service on the telephone
- Interpersonal Communication Skills in the Workplace

Program Structure

These courses bring up to date practical real world solutions for today's business challenges.

The courses are tutor led and filled with practical exercises and case studies, relating the underlying theory to your every day work environment. Our approach to the material enables students to immediately apply the course work to their job.

Duration:

12 weeks each or 24 contact hours. Participants will receive 2 Continuing Educational Units (CEU's) for each module that is satisfactorily completed.

Participants will receive a certificate in management from AMA/TBS

Methodology

- Tutor led classes
- Extensive use of PowerPoint presentations
- Group sessions
- Duration 24 contact hours or twelve weeks
- Participants will receive a certificate at the end of the course
- 90% attendance required

For registration or further information, please contact: Ms. Michelle Moses - Tel:226-8906 or register online @ www.businessschool.com

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Corporate Training (Short Courses)



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