



## Available Seminars in South Africa

---

❖ **Presentation Skills** - *A course on how to deliver compelling presentations – every time*

The capacity to deliver powerful presentations is an essential communication tool that is of utmost importance to any manager and individual. People today face an overload of information. Therefore, messages need to be delivered in a clear, concise and memorable manner.

❖ **Time Management** - *A course on capitalization of a valuable business product*

In order to succeed in today's demanding business environment, it is imperative to utilize the limited and costly commodity of time fully. The effective use of time has a significant and immediate influence on professional development and personal well-being.

❖ **Conflict Management** - *A course on maintaining a productive work environment*

Conflict is common in the workplace and offers as many chances as dangers. However, an unresolved conflict issue can foster a hostile work environment and therefore act to the detriment of a productive atmosphere in the workplace. This in turn can impact revenues and negatively influence our personal well-being.

❖ **Customer Service** - *A course on how to keep customers coming back*

In most markets, companies usually provide similar products or services, and thus become increasingly exchangeable. The customer experience, however, provides an excellent opportunity for the much-needed differentiation. Individual recognition of customers and the ability to understand how a customer thinks and feels, is essential for the sustainable success of a company.

❖ **Development Pool** - *A seminar to develop potential management staff*

The program is aimed at management and non-management personnel with identified potential for further advancement to provide the long-term management resources needed by the company. In this broad approach, participants are prepared for demanding management tasks. The introduction of such a curriculum is also an indication of the company's interest and investment in the development of its staff.

❖ **Management & Leadership** - *A seminar on result oriented management & leadership*

The fast changing market environment and high degree of competition makes it imperative to have committed and involved staff dedicated to their company with a strong customer focus. This demands effective leadership skills with an emphasis on facilitation and efficient use of resources.

In preparation:

❖ **Sales** - *A course on effective, competent and result driven selling*

❖ **Marketing** - *A short course to understand the key aspects and complexities in marketing*