

## L'AINE SERVICES LIMITED

# TRAINING TOPICS FOR 2012

Off-the-shelf seminar topics that could be selected and redesigned to suit your organizational requirements

### **Management**

*Cross-Cultural Management*  
*Managing Organizational Change*  
*Cultural Orientation for Expatriates*  
*The New Labour Law and You*  
*Shifting Paradigms of Modern Day Management*  
*Performance Management Systems for Improving Service Delivery*  
*Managing Poor Performance and Dealing with Difficult People*  
*Effective Administration of the New Pensions Act for Employers and Employees*

### **Industrial and Organisational Management**

*How to Plan and Manage Warehouse Operations*  
*Effective Cost Cutting and Improving Productivity*

### **Time Management**

*How to Unclutter your Life*  
*Effectiveness versus Efficiency*  
*Effective Time Budgeting*

### **Consultancy**

*Employee Commitment & Loyalty Survey*

### **Stress Management**

*Stress Management Clinic*  
*Stress Management in the Workplace*

## **Conflict & Safety Management**

*Conflict Management in the Workplace*  
*Managing Conflict and Performance*  
*Effective Safety Practices in the Workplace*

## **Leadership & Supervision**

*Making the Most of People*  
*Equipping Yourself for Effective Leadership*  
*High Impact Leadership*  
*Excelling in Decision Making*

## **Communication and Writing Skills**

*New Techniques for Result-Oriented Communication*  
*Business Writing That Gets Results*  
*Developing Powerful Presentation Skills*  
*Writing Winning Proposals and Reports*  
*Negotiation Skills at the Workplace*  
*Handling People with Tact and Diplomacy*

## **Business Development**

*The Business Plan – Your Blueprint for Success*  
*Professional Project Management*

## **Professional Development**

*Making Change Work*  
*Leading and Managing during Change*  
*Practical Problem Solving Techniques*  
*How to Achieve Personal Excellence*  
*Developing Powerful Presentation Skills*  
*Train the Trainer Workshops*

## **Customer Service**

*Achieving the Competitive Edge through Customer Service*  
*Defusing Difficult and Demanding Customers*  
*How to be an Outstanding Frontline Person*  
*The Challenges of Customer Service in the Hospitality Industry*  
*Meeting Customer Service Challenges in the Public Sector*  
*"If it weren't for our Customers" - Customer Service in a Banking Environment*  
*Building Business Relationships*

## **Office Administration**

*Management Skills for Executive Secretaries & Administrative Assistants*  
*Professional Telephone Skills*  
*The New Role of the Professional Assistant*  
*Managing Records in a Business Environment*

## **Human Resources**

*Cultural Diversity in the Workplace*  
*Employment Law for HR Professionals*  
*Induction and Orientation*  
*Human Resource Management & Development*  
*Human Resources Training: HR for the Non-HR Manager*

## **Finance**

*Practical Financial Skills for Non-Financial Professionals*  
*Effective Fraud Prevention Techniques*  
*Basic Telling & Cashiering*

## **Team Building**

*Managing your Workforce*  
*The Challenge of Leadership*  
*Coaching Skills for Managers*  
*Understanding Delegation and Motivation*  
*Essential Skills in Building a Winning Team*  
*Achieving Peak Performance through Team Building and Motivation*  
*Effective Team Management*

## **Interviewing Skills**

*Matching the Right Person with the Right Job – Selection Skills for Managers*  
*Hiring for Success: Competency-Based Behavioural Interview Techniques*  
*How to be a Successful Interviewer*

## **The World of Marketing**

*Fundamental Selling Techniques*  
*Leadership Skills for Sales Managers*  
*Telephone Selling Techniques that Work*  
*Marketing Strategy – Key to Success*  
*Making Advertising Pay Off*  
*Branding for Success*  
*Mastering the Art of Selling*  
*Effective Negotiation and Bargaining Skills*

## **Investment**

*Investing for the Future*  
*How to Make your Money Work for You*  
*Financial Planning & Investment Opportunities in Ghana*  
*Preparing for Retirement*

**Fees for in-house training seminars are negotiable based on the number of participants and duration of training.**

**We would be glad to be invited for a free diagnostic to determine the specific needs of your organization before training is done.**