

L'AINE SERVICES TRAINING SCHEDULE FOR 2012

MANAGEMENT ESSENTIALS FOR ADMINISTRATIVE PROFESSIONALS	DELIVERING WORLD CLASS CUSTOMER SERVICE	ESSENTIAL SKILLS FOR NEW SUPERVISORS
<p>By the end of the programme, participants will learn to;</p> <ul style="list-style-type: none"> - Bring out the best in other people - Turn conflicts into cooperative partnerships - Practical techniques and shortcuts for getting more done in less time - Project a take-charge image that wins respect and recognition - Increase effectiveness, productivity and reduce stress levels <p>Course Content:</p> <ul style="list-style-type: none"> ▪ The role of the administrative professional ▪ Developing an effective problem-solving plan ▪ Communicate with confidence ▪ How to turn customer complaints into opportunities. ▪ Time management ▪ Organizing for success ▪ Time management ▪ Enhance your productivity through technology ▪ Neutralize the impact of difficult people <p>Target Group: Administrative assistants, executive assistants, office managers secretaries and anyone responsible for coordinating, managing or being an effective member of an office team.</p> <p>Date, Time & Venue: Date: February 9 – 10, 2012 Time: 8.45 a.m. – 2.00 p.m. each day Venue: L'AINE Services, Community 13, Sakumono</p> <p>Cost per participant: GH¢200 (VAT and NHIL inclusive) per participant for the 2 days to cover tuition, snacks, lunch, handouts and certificates.</p>	<p>By the end of the programme, participants will learn to;</p> <ul style="list-style-type: none"> - Improve the quality of customer services delivered - Decrease the number of lost customers due poor service - Increase customer loyalty by better meeting their expectations - Develop the ability to transform customer conflict into customer cooperation <p>Course Content:</p> <ul style="list-style-type: none"> ▪ Anticipate customer needs and expectations accurately ▪ Develop expert listening techniques ▪ Effectively responding to unreasonable demands ▪ The “Positive-Negative-Positive” sandwich – Saying “NO” without overly upsetting the customer ▪ Build and maintain telephone customer relationships ▪ Respond diplomatically to the most demanding customers ▪ Diffuse customer emotions and create positive outcomes <p>Target Group: Managers, supervisors and anyone in authority who needs to show more assertiveness on the job without alienating his/her team members.</p> <p>Date, Time & Venue: Date: February 23 – 24, 2012 Time: 8.45 a.m. – 2.00 p.m. each day Venue: L'AINE Services, Community 13, Sakumono</p> <p>Cost per participant: GH¢200 (VAT and NHIL inclusive) per participant for the 2 days to cover tuition, snacks, lunch, handouts and certificates.</p>	<p>By the end of the programme, participants will learn to;</p> <ul style="list-style-type: none"> - Increase the productivity and output of their departments - Improve the morale and team building of employees - Eliminate conflict between employees or functions - Increase the ability to lead, motivate and evaluate staff - Develop more positive communication skills with peers, subordinates and management <p>Course Content:</p> <ul style="list-style-type: none"> • The Role and Qualities of a Leader/Supervisor <ul style="list-style-type: none"> – Purpose of supervision: Who is a leader? – Leadership & supervision skills – Managing a diverse workforce • Ensuring High Quality Performance <ul style="list-style-type: none"> – Supervisory Responsibilities – Problem analysis/Decision making – Handling grievances and discipline – Time management & delegation • Filling Your Skills Box <ul style="list-style-type: none"> – Team building – Effective communication for productivity: learning how to listen – Report Writing Skills – Changing work attitudes: The supervisor and work attitudes <p>Target Group: New managers, supervisors, employees with management potential, and those interested in refreshing their core skills of managing people.</p> <p>Date, Time & Venue: Date: April 12 - 13, 2012 Time: 8.45 a.m. – 2.00 p.m. each day Venue: L'AINE Services, Community 13, Sakumono</p> <p>Cost per participant: GH¢200 (VAT and NHIL inclusive) per participant for the 2 days to cover tuition, snacks, lunch, handouts and certificates.</p>

To register for any of our training programmes, please contact any of our marketing/training officers on Tel: 0302 – 717039/716983/6 Fax: 0302 – 717038

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L'AINÉ SERVICES TRAINING SCHEDULE FOR 2012

PRACTICAL KEYS TO DEFENSIVE DRIVING

By the end of the programme, participants will learn to;

- The role that attitude and awareness play in safe driving
- How to apply techniques which can lead to improved driving skills
- Current road safety issues
- The rationale for understanding road signs, road signals & markings

Course Content:

- Overview/Definition of Defensive Driving
- Road hazards & how to identify them
- Use of seat belt and other safety features
- Driver physiology
- Basic techniques and rules of the road
- The characteristics/attitude of a defensive driver
- Physical and mental requirements of a driver
- Driver's and employee's responsibilities
- Act 683 - On driving while impaired – Restriction on road use (The use of drugs and alcohol)

Target Group:

Driving professionals with a minimum of one year of experience as well as veterans who want to refresh their skills. Also van sales personnel who need to improve on their driving attitudes.

Date, Time & Venue:

Date: **April 27, 2012**
Time: **8.45 a.m. – 2.00 p.m.**
Venue: **L'AINÉ Office Complex -Adabraka, Accra**

Cost per participant:

GH¢150 (VAT and NHIL inclusive) per participant for the 1 day programme to cover tuition, snacks, lunch, handouts and certificates.

ADVANCED TEAMBUILDING STRATEGIES

By the end of the programme, participants will learn to;

- Balance individualism with teamwork
- Communicate well within a team
- Set team goals that are measurable
- Motivate team members
- Understand why successful delegation of routine tasks is essential
- Get the team to respect the value of opposing viewpoints: Conquering team conflict

Course Content:

- Cultivating the characteristics of an effective team
- How to set goals and establish priorities
- Improving communication among team members
- Empowering team members to take personal responsibility for achieving team goals
- How to manage internal conflict, change and competition
- Delegation of routine tasks
- Building and practicing time management skills
- Maintaining the team's focus and help ensure success

Target Group:

Front Desk Executives, Service Staff, Sales Personnel and anyone who has direct contact with customers.

Date, Time & Venue:

Date: **June 14 – 15, 2012**
Time: **8.45 a.m. – 2.00 p.m. each day**
Venue: **L'AINÉ Office Complex - Adabraka, Accra**

Cost per participant:

GH¢200 (VAT and NHIL inclusive) per participant for the 2 days to cover tuition, snacks, lunch, handouts and certificates

HOW TO PLAN AND MANAGE WAREHOUSE OPERATIONS

By the end of the programme, participants will learn to;

- Design an effective stock control system
- Formulate a workable warehouse management plan
- Control & coordinate effectively the activities of subordinates

Course Content:

- Warehouse Functions and Procedures
- Organization and Management of Warehouse Function
- Classification and Indexing of Warehouse
- Handling and Storage Equipment
- Receipt, Inspection and Issue of Materials
- Stock Control Systems
- Warehouse Records
- Stock-taking and Checking Procedures
- Planning and Layout

Target Group:

Supervisors and managers of warehouses, stockrooms, storerooms and distribution centres as well as personnel interested in increasing the efficiency of facility layouts, systems and operations.

Date, Time & Venue:

Date: **June 28 – 29, 2012**
Time: **8.45 a.m. – 2.00 p.m. each day**
Venue: **L'AINÉ Services, Community 13, Sakumono**

Cost per participant:

GH¢200 (VAT and NHIL inclusive) per participant for the 2 days to cover tuition, snacks, lunch, handouts and certificates.

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EFFECTIVE COMMUNICATION SKILLS

By the end of the programme, participants will learn to;

- Apply the necessary communication tools to handle the most sensitive situations
- Disagree without being disagreeable
- Use active listening skills to avoid miscommunication
- Defuse explosive emotions and volatile situations
- Understand the types of non-verbal communication that must be avoided
- Apply skills to deal with difficult people and personalities

Course Content:

- Principles of communication
- How diplomacy, tact and credibility influences perception – using them to positively impact your image
- Communication style differences
 - Develop awareness of your communication style
- Effective and powerful communication skills
 - Positively impact the visual, verbal and vocal components of communication
- Active listening skills
- Non-verbal communication skills
- Understanding barriers to effective communication
- How to be assertive without being offensive
- Action plan for communicating effectively

Target Group:

Front Desk Executives, Service Staff, Sales Personnel and anyone who has direct contact with customers.

Date, Time & Venue:

Date: **August 16 – 17, 2012**

Time: **8.45 a.m. – 2.00 p.m. each day**

Venue: **L'AINÉ Services, Community 13, Sakumono**

Cost per participant:

GH¢200 (VAT and NHIL inclusive) per participant for the 2 days to cover tuition, snacks, lunch, handouts and certificates.

OCCUPATIONAL HEALTH & SAFETY: A PRACTICAL APPROACH

By the end of the programme, participants will learn to;

- Knowledge on safety policy
- Be able to classify and identify common safety hazards that exist around working sites.
- Understand the types and causes of accidents, and be actively involved on preventing their occurrence.
- Maintain a high standard of safety by observing good housekeeping practices.
- Demonstrate practical and applicable skills in first aid and fire prevention and control.

Course Content:

- Introduction to basic health & safety management
- Understanding of the health and safety legislations and regulations
- Understanding common workplace hazards and risks
- Accidents and incidents: Types, causes, prevention and Consequences
- Fire Safety Awareness
- Basic first aid techniques
 - Electrical safety

Target Group:

Managerial as well as supervisory staff of all functions.

Date, Time & Venue:

Date: **August 30 - 31 , 2012**

Time: **8.45 a.m. – 2.00 p.m. each day**

Venue: **L'AINÉ Office Complex – Adabraka, Accra**

Cost per participant:

GH¢200 (VAT and NHIL inclusive) per participant for the 2 days to cover tuition, snacks, lunch, handouts and certificates.

MAXIMIZING VALUE-ADDED SELLING SKILLS

By the end of the programme, participants will learn to;

- Use a customer-centred selling approach to provide value.
- Choose a closing technique to earn business
- Win the confidence and trust of prospects
- Manage the customer relationship on an ongoing basis
- Uncover resistance and overcome objections
- Develop an action plan to apply their selling skills

Course Content:

- Unique aspects of sales functions compared with the rest of an organization
- Behaviours, characteristics and skills of a successful salesperson
- Characteristics of different selling models, types and structures
- Calculating and setting goals based on sales quota and plan
- Analyzing the territory and conducting account research
- Identifying resources and methods of generating leads
- Strategies to respond to common new business objections
- Technologies or methods for maintaining customer information
- Strategies to maintain communication with a customer

Target Group:

Front liners, Service Staff, Sales people and anyone who has direct contact with your customers.

Date, Time & Venue:

Date: **October 11 - 12, 2012**

Time: **8.45 a.m. – 2.00 p.m. each day**

Venue: **L'AINÉ Services, Community 13, Sakumono**

Cost per participant:

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CUSTOMER DRIVEN STRATEGY: WINNING THROUGH EXCELLENT SERVICE

By the end of the programme, participants will learn to;

- Understand customers' essential needs and how to meet them
- Linking customer relationships to business goals
- Understand the range of techniques available for enhancing both internal and external customer relations
- Select the right tools for managing customer relationships
- Monitor their progress in achieving objectives

Course Content:

- Who are your customers and why build relationships?
- Finding out where you are right now.
- How to exceed customer expectations.
- Specific ways to establish rapport, convey support and build trust.
- What customers want: their essential needs and how to meet these needs.
- Ways to create long-term "partnerships" with customers.
- How to turn customer complaints into opportunities.
- Why customers leave – and how to get them to stay longer.
- Keeping an enthusiastic and positive attitude consistently
- Customer care on the telephone
- Practical exercises and role plays

Target Group:

Front Desk Executives, Service Staff, Sales Personnel and anyone who has direct contact with customers.

Date, Time & Venue:

Date: **October 25 - 26, 2012**
 Time: **8.45 a.m. – 2.00 p.m. each day**
 Venue: **L'AINÉ Services, Community 13, Sakumono**

Cost per participant:

GH¢200 (VAT and NHIL inclusive) per participant for the 2 days to cover tuition, snacks, lunch, handouts and certificates.

MOTIVATION & EMPLOYEE DEVELOPMENT SKILLS FOR MANAGERS

By the end of the programme, participants will learn to;

- Apply motivational techniques to improve employee performance
- Motivate employees to their own self-development
- Align developmental goals with organizational goals
- Apply skills in holding employees accountable
- Apply performance management techniques using positive approaches

Course Content:

- Focusing on what's really important – your "primary purpose"
- Overcoming performance obstacles
- How to motivate employees
- Making employees feel empowered
- Limiting the impact of change on employee motivation
- Understanding how patterns of motivation impact performance
- Aligning employee goals and organizational goals
- Improving employee involvement
- Action plan: developing individual employee development plans

Target Group:

Managers and supervisors who want to develop the skills to motivate employees and use positive techniques to enhance employee development and performance.

Date, Time & Venue:

Date: **November 15 - 16, 2012**
 Time: **8.45 a.m. – 2.00 p.m. each day**
 Venue: **L'AINÉ Office Complex – Adabraka, Accra**

Cost per participant:

GH¢200 (VAT and NHIL inclusive) per participant for the 2 days to cover tuition, snacks, lunch, handouts and certificates.

STRESS MANAGEMENT CLINIC

By the end of the programme, participants will enjoy the following benefits;

Benefits

Participants of this clinic will enjoy the following;

- Assess their personal stress levels
- Determine the root causes of their stress
- Learn practical tips and techniques for avoiding, reducing & relieving stress
- Discover new ways of dealing with stressful situations, people and attitudes
- A massage session with a professional masseuse
- Your body mass index (BMI): what it means
- Blood pressure readings
- Private health discussion with a physician
- An informative talk on Stress Management
- And much more!

Target Group:

CEOs, directors, managers, supervisors and professionals who are in high-profile stress related positions will benefit immensely from this programme. They will leave refreshed and invigorated, ready to tackle handle stress and handle any challenge that comes their way.

Date, Time & Venue:

Date: **November 30, 2012**
 Time: **8.45 a.m. – 2.00 p.m. each day**
 Venue: **L'AINÉ Office Complex – Adabraka, Accra**

Cost per participant:

GH¢250 (VAT and NHIL inclusive) per participant for the 1 day to cover tuition, snacks, lunch, handouts and certificates.

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