

Learning Solutions Nigeria
2007 Course Offerings at a Glance

Centre for Excellence

Course No	Course Name	Course Objectives	Competencies Addressed	Target Audience	Open Program	Duration	Fee
CS001	Service Excellence at the Front Desk	<ol style="list-style-type: none"> 1. Appreciate how customer service efforts impact company profits 2. Understand internal & external customer service 3. Make better choices to improve attitudes 4. Maintain professionalism when dealing with irate customers 	<ol style="list-style-type: none"> 1. Customer management 2. People management 3. Business values 	Front desk officers, secretaries, personal assistants, administrators, receptionists and switch board operators	February 1 - 2 2007	2 days	N35,000
CS002	Wowing your Internal Customer	<ol style="list-style-type: none"> 1. Create an emotional impact upon participants that produces within them an increased awareness & good commitment to excellent service 2. Provide practical skills and techniques essential to good customer service 3. Increase employees' value and worth to their organization and to themselves 	<ol style="list-style-type: none"> 1. Customer management 2. Business values 3. People management 	All staff of organizations wishing to improve internal customer service	Implant only	2 days	
CS003	The Essence of Caring	<ol style="list-style-type: none"> 1. Build patient loyalty and word of mouth advertising 2. Encourage employee team work 3. Empower staff to deal more effectively with patients' problems 4. Empower staff to deal more effectively with third-party providers 	<ol style="list-style-type: none"> 1. Customer management 2. Technical 3. Business values 4. People management 	Healthcare professionals, healthcare administrators, corporate medical officers and administrators	March 8 - 9 2007	2 days	N35,000
CS004	Five Star Service	<ol style="list-style-type: none"> 1. Generate excellent referrals 2. Increase occupancy rates 3. Improve profits 4. Use new attitudes, skills and behaviors 	<ol style="list-style-type: none"> 1. Customer management 2. People management 3. Business values 4. Technical 	Service personnel in the hospitality industry	March 29 - 30 2007	2 days	N35,000

CS005	Customer Relationship Management	<ol style="list-style-type: none"> 1. Be equipped with up-to-date marketing and selling skills 2. Be equipped with relevant service excellence skills 3. Acquire a strategic perspective to marketing and selling 4. Have a better understanding of the importance of both customer satisfaction and loyalty and their impact on profit 	<ol style="list-style-type: none"> 1. Customer management 2. Technical 3. People management 	Marketing and sales executives, Relationship managers and Administrative officers	Implant only	2 days	
CS006	Key Account Management	<ol style="list-style-type: none"> 1. Complete a successful transition into key account manager's role 2. Learn how to construct and implement clear strategic plans to consolidate key account relationships and gain valuable and new repeat business 3. Learn how to recognize and deal effectively with competitor threats 	<ol style="list-style-type: none"> 1. Customer management 2. Technical 3. People management 	Key account managers, Marketing and Sales executives, Relationship managers and Business development managers	Implant only	3 days	
CS007	Successful Selling	<ol style="list-style-type: none"> 1. Be equipped with up-to-date marketing and selling skills 2. Be able to define and recognize a need and make appropriate recommendations to meet it 3. Acquire a strategic perspective to selling 	<ol style="list-style-type: none"> 1. Customer management 2. Technical 3. People management 	Marketing and Sales personnel	April 11 - 12 2007	2 days	N35,000
CS008	Leading Empowered Teams for Service Quality	<ol style="list-style-type: none"> 1. View service as a business strategy 2. Manage company's day -to-day performance from a customer orientation perspective 3. Drive and reinforce a service culture among the workforce 	<ol style="list-style-type: none"> 1. Customer management 2. People management 3. Strategic management 	Team leads and line managers	Implant only	2 days	

EF001	Living the 7 Habits	<ol style="list-style-type: none"> 1. Provide the participants with the skills to internalize and begin living the habits 2. Create foundation for improved & lasting effectiveness 3. Provide participants with business disciplines that would help them deliver consistently superior service 	<ol style="list-style-type: none"> 1. Self management 2. Personal effectiveness 3. Business values 	All professionals	June 21 - 22 2007	2 days	N35,000
EF002	The New Manager	<ol style="list-style-type: none"> 1. Enhance leadership capabilities 2. Expose potential young executives to business issues outside of their current areas of responsibility 3. Challenge the young manager by developing competencies in management and leadership 	<ol style="list-style-type: none"> 1. People management 2. Leadership 3. Business values 	Team leaders, supervisors or company employees with the potential to move into such roles	May 7 - 12 2007	5 days	N65,000
EF003	Developing Team Performance	<ol style="list-style-type: none"> 1. Be clear about the responsibilities a leader has to develop a team 2. Help motivate the team to work together more effectively & achieve better results 3. Inspire the team to meet future challenges and changes 	<ol style="list-style-type: none"> 1. People management 2. Leadership 3. Business values 	New or existing team leaders and managers with teams that need to work more effectively and productively	Implant only	2 days	
EF004	The Effective Coach	<ol style="list-style-type: none"> 1. Recognize when to coach and how to initiate the coaching conversation 2. Recognize and manage the barriers to effective and timely coaching 3. Develop coaching styles and adapt them to the needs of different situations 	<ol style="list-style-type: none"> 1. People management 2. Leadership 3. Business values 	Managers at any level who wish to establish a solid foundation for their coaching programs	Implant only	2 days	
EF005	Managing Performance	<ol style="list-style-type: none"> 1. Demonstrate the role a manager should play in the employee performance management system 2. Participate in a collaborative goal-setting process that reflects overall organizational goals 3. Use ongoing feedback and effective performance-based communication 	<ol style="list-style-type: none"> 1. People management 2. Leadership 3. Business values 	Manager, team leaders, supervisors and human resource personnel	Implant only	2 days	

EF006	Effective Communication	<ol style="list-style-type: none"> 1. Communicate better through the use of improved communication skills 2. Remove barriers to positive and effective communication 3. Deal with complex communication situations 	<ol style="list-style-type: none"> 1. Personal effectiveness 2. People management 3. Customer management 	Anyone who desires to enhance their communication skills	Implant only	1 day	
EF007	Effective Business Writing	<ol style="list-style-type: none"> 1. Develop style and speed of writing 2. Gain a clear understanding of the reader's requirements and personalize documents accordingly 3. Feel confident in producing a well-structured and professionally presented document that enhances the image of the organization 	<ol style="list-style-type: none"> 1. Personal effectiveness 2. Business values 3. Technical 	Anyone wishing to develop their business writing skills	Implant only	1 day	
EF008	Time and Self Management	<ol style="list-style-type: none"> 1. Prioritize key result areas 2. Schedule personal planning time on a regular basis and retain flexibility to respond to changing circumstances 3. Manage interruptions and crises more effectively 	<ol style="list-style-type: none"> 1. Personal effectiveness 2. Business values 3. Technical 	Anyone wishing to develop their time and self management skills	February 26 -27 2007	2 days	N35,000
EF009	Effective Meetings	<ol style="list-style-type: none"> 1. Understand where conflicts come from 2. Resolving conflicts & handling emotions 3. Know how to use listening and assertiveness skills to understand and be understood 	<ol style="list-style-type: none"> 1. Personal effectiveness 2. People management 3. Customer management 4. Leadership 	Line managers and individuals who work within a team environment and who conduct or attend meetings	Implant only	1 day	

EF010	Effective Presentation Skills	<ol style="list-style-type: none"> 1. Deliver engaging presentations that achieve results 2. Persuade, educate, motivate and sell better 3. Increase confidence and sense of control 	<ol style="list-style-type: none"> 1. Technical 2. Customer management 3. Personal effectiveness 4. People management 	Management or management trainees, professionals who make presentations at staff meetings or other meetings, trainers or anyone who wants improved self confidence and personal presentation	Implant only	2 days	
EF011	Essentials of Business Grammar	<ol style="list-style-type: none"> 1. Punctuation 2. Spelling and usage 3. Grammar and sentence structure 4. Pronunciation 	<ol style="list-style-type: none"> 1. Technical 2. Customer management 3. Personal effectiveness 4. People management 5. Leadership 	Anyone who needs help with their grammar	Implant only	TNA driven	
EF012	Managing Stress	<ol style="list-style-type: none"> 1. Learn practical techniques to spot and control rising levels of stress 2. Learn how to restore calm, clarity and concentration 3. Learn how to better focus mental energy and respond proactively 	<ol style="list-style-type: none"> 1. Personal effectiveness 2. Customer management 3. Business values 	Those finding it difficult to manage the pressures facing them at work and those responsible for helping others manage high levels of stress	July 27 2007	1 day	N19,000
EF013	Health & Safety at Work	<ol style="list-style-type: none"> 1. Be able to communicate practical best practice to their workforce 2. Be able to inculcate best practices into daily activities 3. Be able to add value to the organization by improving the safety behavior of teams and individuals 	<ol style="list-style-type: none"> 1. Technical 2. Customer management 3. Personal effectiveness 4. People management 	All staff	Implant only	2 days	

EF014	Wireless Telecoms 101	<ol style="list-style-type: none"> 1. Be able to make business decisions and interact better with industry players 2. Be able to identify business opportunities 3. Have a good understanding of technologies that underlie current and future systems 4. Become familiar with emerging trends and their various implementations 	<ol style="list-style-type: none"> 1. Technical 2. Customer management 	Non technical professionals, equipment & hardware vendors, distributors and dealers or wireless telecoms products, regulatory policy makers	May 4 2007	1 day	N19,000
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Call Direct

Solutions for call and contact centre environments

CD001	Introduction to the Call Centre Environment	<ol style="list-style-type: none"> 1. The driving forces behind call centre success 2. The link between resources and results 3. Service excellence 4. The demands on an agent 	<ol style="list-style-type: none"> 1. Technical 2. Customer management 3. Personal effectiveness 	New call centre agents including managers, supervisors and team leaders	Implant only	1 day	
CD002	The ABCs of Grammar in the Call Centre	<ol style="list-style-type: none"> 1. Recognize the effect of poor grammar 2. Identify grammar pitfalls 3. Using your active voice 4. Choosing simple words 	<ol style="list-style-type: none"> 1. Technical 2. Customer management 3. Personal effectiveness 	Call centre agents	Implant only	1 day	
CD003	Connecting with Customers through Email	<ol style="list-style-type: none"> 1. Explore what is important to online customers 2. Discover how to write emails that are easier to read and understand 3. Learn how to use a roadmap for interaction 	<ol style="list-style-type: none"> 1. Technical 2. Customer management 3. Personal effectiveness 4. People management 	People who work in a call/contact centre environment	Implant only	1 day	
CD004	Handling Difficult Callers	<ol style="list-style-type: none"> 1. Listen and empathize more effectively 2. Manage abusive customers using positive language 3. Demonstrate commitment to solving customer concerns 4. Determine the best solutions for both customers and their own company 	<ol style="list-style-type: none"> 1. Technical 2. Customer management 3. Personal effectiveness 4. People management 	Frontline call centre agents	Implant only	1 day	
CD005	Your Voice as a Powerful Resource	<ol style="list-style-type: none"> 1. Recognize and overcome vocal stereotypes 2. Articulate clearly 3. Use volume, rate and inflection to enhance their message 4. Pronounce common words properly 	<ol style="list-style-type: none"> 1. Technical 2. Customer management 3. Personal effectiveness 	Frontline call centre agents	Implant only	1 day	
CD006	Delighting your Customers on the Telephone	<ol style="list-style-type: none"> 1. Building rapport 2. Talk with confidence 3. Build professional voice techniques 4. Listen proactively <p>Double call generation in half the time</p>	<ol style="list-style-type: none"> 1. Technical 2. Customer management 3. Personal effectiveness 4. People management 	Frontline call centre agents	Implant only	2 days	

CD007	Workforce Management	<ol style="list-style-type: none"> 1. Improve the quality of historical data 2. Use advanced tools to build better forecasts and schedules 3. Develop a tiered staffing approach that improves efficiency and morale 4. Reducing chaos in the call centre 	<ol style="list-style-type: none"> 1. Technical 2. Customer management 3. Personal effectiveness 4. People management 5. Leadership 	Those responsible for workforce planning and management in the call centre	Implant only	1 day	
CD008	Coaching for Results	<ol style="list-style-type: none"> 1. Design program to improve agent performance 2. Determine the best approach for monitoring 3. Develop an effective monitoring form 4. Positively affect agent performance 	<ol style="list-style-type: none"> 1. Technical 2. Customer management 3. Personal effectiveness 4. People management 5. Leadership 	Call centre managers, supervisors or team leaders	Implant only	2 days	
CD009	Motivating Call Centre Agents	<ol style="list-style-type: none"> 1. Create a plan of action 2. Involving others 3. Delegating 4. Choosing the right team members 	<ol style="list-style-type: none"> 1. Technical 2. Customer management 3. Personal effectiveness 4. People management 5. Leadership 	Call centre managers, supervisors or team leaders	Implant only	2 days	
CD010	Time and Self Management for the Call Centre Executive	<ol style="list-style-type: none"> 1. Time management principles. 2. How to organize and plan 3. How to establish priorities 4. How to deal with interruptions 5. How to make time work for you 	<ol style="list-style-type: none"> 1. Technical 2. Customer management 3. Personal effectiveness 4. People management 	All call centre personnel	Implant only	2 days	

Group discounts are available on all open courses. 5-9 participants at a particular course would attract a group discount of 10% while 10 or more participants would attract a group discount of 15%. The discounts can only be applied to one course.

All open courses are held at The Daisy Management Center - 8 Idowu Martins Street, Victoria Island, Lagos. Course fee includes all course material, lunch and two tea breaks.

Fees are quoted per participant.

Open courses can also be run as implant courses. Fees are negotiable as logistics are determined by client preferences.

Course objectives abridged. Please forward request for detailed proposal on your choice of courses.

Contact us for more information at info@learningsolutionsnigeria.com Telephone - +234 1 773 2406, +234 1 875 3295 and +234 803 837 5519.