

HALF DAY SEMINARS

Writing Effective E-mails/ E-mail Etiquette

What is E-mail Etiquette; Keeping on Top of E-mail; Writing great E-mails; Using E-mail Responsibly; Guidelines on Netiquette; E-mail Do's and Don'ts; E-mail Mistakes you must avoid (and more*)

Effective Teamwork (Working in Teams)

What is a Team?; Understand the value of working in a Team; Know your Team Members; Building Trust; Insist on Accountability; Communication in a Team; Resolving Conflict; Motivating Teams (and more*)

Call Centre Etiquette

What is a Call Centre; Inbound/Outbound; What makes Good Call Centre?; Good Telephone Etiquette; Managing First Impressions; Speaking with Confidence; Listening on the Phone (and more*)

Positive Attitude = High Performance

Positive Attitude – Your Choice; Choose to be Happy; Knowing Yourself; Goal Setting; Effective Communication; Being Assertive; Optimism & Kindness; Managing Difficult Relationships; Importance of Teamwork (and more*)

Deal With & Manage Stress

What stress is and is not; Signs of Stress; Control your; Physical Response to Stress; Control your Environment; Control your Time; Control your Attitude Control your Mental Response to Stress (and more*)

Setting Goals & Productive Planning

Responsibility & Commitment; Develop your Self Awareness; Deal with Problems; Deal with Criticism; Understand Setting; Goals (SMART); Make your Goals Happen; Learn from your Mistakes (and more*)

Telesales - The Winning Recipe

The Four Steps of the Telephone Sales Process; Define Prospects; Accurately; Count the "No" Answers
The Ups and Downs of Selling; Developing your Attention Statement; Developing the Reason for the Call (and more*)

The Essence of Customer Service

Self-Image & Self Esteem; Your Attitude; Dress Code & Grooming; What does Customer Service mean; Service; Success Loop; The Keys to Customer Service; Customer Wants & Needs (and more*)

Managing Conflict & Understanding Emotional Intelligence

What is Conflict?; What is Emotional Intelligence?; Importance of Emotions; Importance of Positive Attitude; Importance of Communication; Empathy; Significance of Body Language (and more*)

Powerful Debt Collecting Skills, Techniques & Etiquette

Debt Collection – The Links; Speak well (Voice); The Greeting; Listening; Outbound Calls; Forbidden Phrases; Tips on handling; Difficult Debtors; Your Attitude; Make Collection Calls; Deal with Excuses; Arm yourself with facts (and more*)

*Visit PST Training website for full seminar content overview

**COST PER PERSON
(GROUP BOOKINGS:
MINIMUM OF 8 DELEGATES)**

R770 Excl. VAT



Presentation Software Training

**REGISTRATION TIME: 08h00
DURATION: 08h30 - 12h00
LOCATION**

**PST Rosenpark, Bellville or
On Site (minimum of 8 people)**

Includes:

Seminar handouts; Notepad; Pen; Refreshments; Attendance Certificate (PDF)

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