



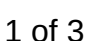
### Description

This action packed one-day workshop is based around individual sales presentations and focuses on preparation, practice and performance. With ever increasing competition, this course enables you to engage with your audience to support differentiating your company from your competitors and stimulate a more desired reaction from your audience.

## Marketing & PR

### Description

Understanding what makes a successful brand has become more important for the marketer to know in order to build strong brands and harness the potential of brand loyalty.





## Office and Programming Skills

Category.....Office and Programming Skills

### Description

#### Modules :

Word (Word Style, Page Setup, Formatting, Tables, Table of Contents, Mail Merge, Forms)  
 Excel (Header Footer, More Functions & Formulas, Formatting Charts)  
 PowerPoint (Introduction, Animation, Formatting, Creating a Photo Album)  
 Access Database (Creating Tables, Relationships, Filtering, Queries, Form, Reports )  
 Internet & Email (Skype, Facebook, Twitter, Blog )  
 Computer Fundamentals (Binary Representations, Cloud Computing, Operating System, Windows 7, Linux, Mac OS)

## Human Resource Courses

Category.....Human Resource Courses

### Description

This practical three-day course provides a comprehensive foundation for new trainers in training session design, development and delivery.

This practical and engaging course will ensure the continued development of trainers and learning providers by equipping them with the latest in accelerated learning and brain-friendly techniques to engage and connect with their delegates and increase their skill retention.

This highly practical course provides a step-by step approach to the recruitment and selection process, with tips and techniques to help you to structure interviews, ask the critical questions and present your company in the best possible light.

HR measurement, that's to say proving the effectiveness of the HR function, is at the forefront of any HR professional's agenda. While your HR team is expected to provide insight into human capital management and measuring the value of your workforce, it also needs to provide hard evidence of its own contribution through an effective HR measurement framework.



## Customer Service Courses

Category.....Customer Service Courses

### Description

This one-day course equips you with the skills to deliver consistent service excellence at every customer 'touchpoint'. It will also enable you to handle difficult situations and achieve increased customer satisfaction and loyalty.

This practical course will provide you and your organisation with an overview of the best practice skills required to exceed your customers' expectations.

This course explains how to stay calm under pressure, not to over react, and how to remain professional when managing issues.

This course will enable you to understand the root cause of customer complaints, manage customers expectations of you and your organisation and develop relationships that becomes long lasting.



# Leadership & Management Courses

Category.....Leadership & Management Courses

## Description

An intensive three-day course focusing on all the key tools and techniques required of new managers in today's fast moving business environment.

If you are new to people management this course is the ideal way to gain the skills you require quickly.

This courseThis course covers the essential skills and personal qualities that will produce highly effective leaders. covers the essential skills and personal qualities that will produce highly effective leaders.

Suitable for middle managers who are responsible for the performance of other managers/team leaders and who run a business unit or department.



## Perfect Training Centre

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