

First Impressions Count!

Course ref: CF3

Course aims:

- To help delegates to present a confident first impression
- To show how a good first impression can increase the company's success
- To deal with several jobs at once, and still keep smiling
- To understand the organisation so that you can present the right image and give the right information

Benefits of attending:

- High quality training by experienced management professional
- Practical exercises to support the learning process
- Training can be geared to your individual organisation's situation

Outline of programme:

You only have 30 seconds to make the right impression. Whether in reception or on the telephone, you need to present the right image of your organisation. It is everyone's responsibility to get it right.

On this workshop, delegates will learn how to:

- Present the right image for the company
- Create a lasting first impression
- Listen effectively and take accurate messages
- Welcome and manage visitors
- Keep calm when all the phones are ringing
- Use the voice well
- Recognise danger signals, and cope with difficult people
- Use the right words on every occasion
- Make the technology work for you, not against you
- Understand the organisation and how it works
- Manage time without feeling flustered
- Make a personal commitment to quality and service

Duration: This course normally operates as a 1 day course, depending on the depth required and issues which need to be covered. It can also be run as part of a series, together with Every Call Counts!, Positive Customer Care, and Assertiveness in Action.