

PROGRAMME

TIME	DAY ONE (29 NOVEMBER 2011, TUESDAY)	DAY TWO (30 NOVEMBER 2011, WEDNESDAY)
8.30 am - 9.00 am	Registration / Morning Refreshment	Registration / Morning Refreshment
9.00 am - 10.30 am	INTRODUCTION / ICEBREAKING SESSION THE POWER OF INTERPERSONAL SKILLS AT WORK • What are interpersonal skills? • The Importance of effective communication • Typical communication challenges • Effects of poor communication	EMOTIONAL INTELLIGENCE DYNAMICS • EI Overview and its Principles • What is EI? • EI Domains • Applying EI in Customer Service • Individual Activity – Self Reflection and EI Assessment
10.30 am - 11.00 am	Tea Break	Tea Break
11.00 am - 1.00 pm	SUCCESSFUL INTERPERSONAL AND COMMUNICATION SKILLS • Using the right words - What you say vs how it is interpreted? - What are the words to avoid? - Choosing positive words • Body Language - Eye contact - Greeting the customers - Standing and sitting postures - Walking confidently - Facial expressions and gestures • Listening skills • Questioning skills • Telephone courtesies - Voice quality – tone, tempo and volume - Email and SMS etiquette	DEALING WITH DIFFICULT CUSTOMERS • Types of difficult customers • What makes customers difficult? • Handling difficult customers professionally • Service recovery techniques THE POWER OF 1st IMPRESSIONS • Understand the impact of 1st impressions • Maintain your visual poise and demeanour - Standing - Walking - Sitting • How to give a good handshake?
1.00 pm - 2.00 pm	Lunch	Lunch
2.00 pm - 4.30 pm	CUSTOMER FIRST DYNAMICS • Building rapport and maintaining relationships • Personality profiling • Understanding the different personality traits • How to handle different personalities?	DRESSING PROFESSIONALLY AND APPROPRIATELY • How to dress professionally for work and for business entertaining? • Understand the 3 levels professional dressing • Explore the use of colours and coordinating your attire for a professional look • Shapes, length and sizes of your clothing that flatter you
4.30 pm - 5.00 pm	Tea Break / End of Day One	Tea Break / End of Programme