

EMPLOYEE ESSENTIAL SKILLS

TRAINING MODULES



Enhance your team's performance with our comprehensive series of interactive, two-hour workshops designed to develop essential skills for professional success

MODULE OVERVIEW



COMMUNICATION

- The Five Why's & Six Thinking Hats methods
- Understanding causes of workplace conflict
- Conflict resolution strategies

- The 7 C's of communication
- Improving communication skills
- Communicating with different personality styles



OWNERSHIP & ACCOUNTABILITY

- Common time management mistakes
- Action / Priority matrix
- Eisenhower's Urgent / Important Principle

PROBLEM SOLVING & CONFLICT RESOLUTION



- Developing an ownership mindset
- Victim or Victor? Adopt a solution-oriented attitude
- The OAR / BED Model



TEAMWORK

- Service recovery techniques
- Effective communication & body language
- Empathy & active listening

TIME MANAGEMENT



- Establishing team values
- Lencioni Model: building high-performing teams
- Harnessing the benefits of a diverse team



CUSTOMER SERVICE

- What is good customer service?
- Communication & body language essentials
- Empathy & active listening for better service

COMPLAINT HANDLING



EQUIP YOUR EMPLOYEES WITH THE SKILLS THEY NEED TO SUCCEED

Contact Us



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