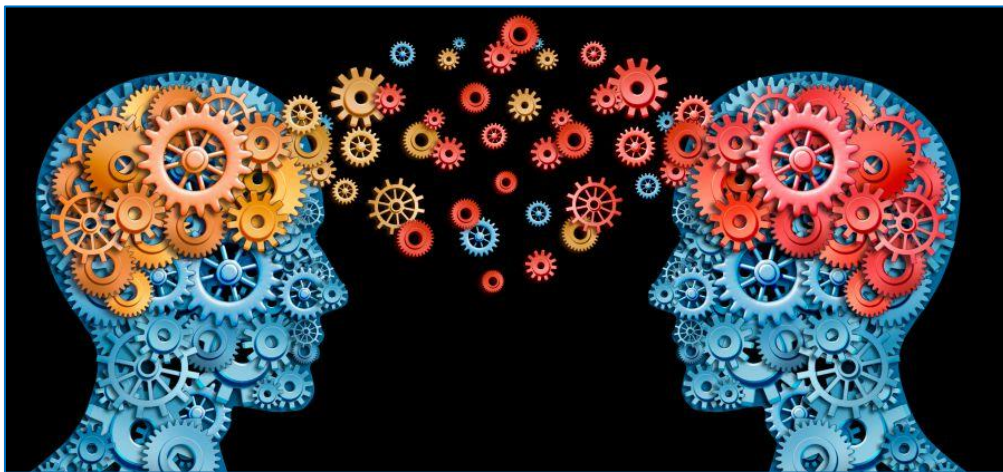




SS038: Developing Effective Work Habits

Training Description:

The way business and social environments are handled can reveal a lot about you, and your position within an organization. From meetings with the boss to meetings with clients and customers, knowing the right things to do and say can make a tremendous difference in helping you and your company reach its goals.

One of the biggest challenges facing businesses is ensuring that their management and staff represent the company in a consistently professional manner. Sending your team on an effective work habits programme will ensure that employees are creating the right impression at every moment. The trainer will aim to draw out best practice, to support and guide delegates in their aim to being more effective and apply best practices within their company.

Training Objectives:

By the end of the training, participants will be able to:

- ✓ Know how to create greater ease in all business situations
- ✓ Learn how to be in a better position to make decisions and think things through more clearly and accurately
- ✓ Understand the importance of creating a 'lasting first impression'
- ✓ Improve productivity because you understand how to make the best choice, resulting in less time being wasted
- ✓ Communicate more openly with colleagues
- ✓ Understand spatial arrangements: How close to stand and why? (Proximities)
- ✓ Be able to describe the organization's values, standards and expectations regarding workplace habits and business practices
- ✓ Know how to manage business introductions, meetings, dinners and events
- ✓ Get clarification of the 'best practices' for communicating in the workplace that sets you apart from the competition
- ✓ Understand and comply with the organization's policies and procedures for addressing work related issues
- ✓ Gain confidence in all areas of the 'corporate business arena'

Training Designed for:

This course is intended for all those involved in business, managerial and other kinds of negotiations.

Training Requirement:

"Hand's on practical sessions, equipment and software will be applied during the course if required and as per the client's request."

Contents can be adapted to your specific wishes. It is therefore possible to focus on specific modules of the training course as per client's learning needs and objectives. Further, it should be forwarded to us a month prior to the course dates.

Training Program:

DAY ONE:

- ❖ Pre-Test
- ❖ Introduction
- ❖ Developing Effective Work Habits
 - What are habits?
 - How to break habits?
 - IMPACT Rating
 - Communication
 - Body language
 - Barriers to communication
 - Overcoming the barriers

DAY TWO:

- ❖ Dealing with People
 - Meeting people for the first time
 - Creating a positive impression
 - Clothing
 - Proximities
 - Building relationships
 - Dealing with your boss
 - Assessing your own performance

DAY THREE:

- ❖ Customer Service
 - Customer Service; internal and external
 - Dealing with confidential information
 - Working with others
 - Honesty and Integrity
 - Handling complaints
- ❖ Business Meetings
 - Different types of meetings
 - Formal versus informal meetings
 - Meeting behaviour
 - Roles in meetings
 - Meeting etiquette

DAY FOUR:

- ❖ Etiquette Over the Phone
 - Making the first call
 - Receiving calls
 - Telephone etiquette
 - Managing interruptions
 - Conference calls

- Dealing with difficult clients

DAY FIVE:

- ❖ **Dealing with Foreign Business People**
 - Understanding the different cultures and traditions
 - Speaking the same language
 - Differences in mannerisms
 - Ethnic and religious differences
 - Building a rapport
- ❖ **Course Conclusion**
- ❖ **Post-Test and Evaluation**

Training Certificate(s):

CMCT Internationally recognized certificate(s) will be issued to each participant who completed the course.

Training Methodology:

This interactive training course includes the following training methodologies as a percentage of the total tuition hours:

- 30% Lectures, Concepts, Role Play
- 70% Workshops & Work Presentations, Techniques, Based on Case Studies & Practical Exercises, Gamification, Software & General Discussions
- Pre and Post Test

Training Fees:

TBA as per the course location - This rate includes participant's manual, hand-outs, buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Note: The 5% VAT (Value Added Tax), will be effective starting 01st of January 2018 as per the new regulation from the UAE Government. The VAT applies for all quotation both for local and abroad.

Training Timings:

Daily Timings:

07:45 - 08:00	Morning Coffee / Tea
08:00 - 10:00	First Session
10:00 - 10:20	Recess (Coffee/Tea/Snacks)
10:20 - 12:20	Second Session
12:20 - 13:00	Recess (Prayer Break & Lunch)
13:00 - 14:00	Last Session

For training registrations or in-house enquiries, please contact:

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