

Frontline Leadership Programme

Course Name

Frontline Leadership - Team Events: Customer Service Training

Course Description

This course consists of five bitesize sessions, covering communication skills, rapport building, problem solving, continuous improvement (Kaizen), running effective meetings, and time management. Delegates will choose five from the six topics available.

Audience

Teams or a group of individuals who require customer service training as part of their role.

Duration: 2 Day(s) **Class Size:** 14

Competence Name Awarded

N/A

Competence Awarded

N/A

Course Code

N/A

Prerequisite Name

N/A

Prerequisite Short Code

N/A

Skills Assessment Scheme Regime

N/A

Course Type

Face to Face

Download Date: 16/5/2024