



Training Workshop Calendar 2010

Customer Service Perspectives Training Workshops (CSP)	Length (Days)	Demography	Class Size	Tentative Date	Fee per Participant
Exceptional Customer Service <ul style="list-style-type: none"> - Company wide Customer Focus Strategy - Setting High Performance Standards - Customer Service Skills - Managing Complaints - Customer Feedback 	1	Service Professionals	25	September	N18,000
Help Desk Support Customer Service Training <ul style="list-style-type: none"> - Telephone Skills - Information Gathering Techniques - Adapting to Customer Behavior - Effective Communication and Listening skills - Problem Solving 	1	Call Center, Help Desk Support Personnel	25	June	N22,000

Time Management Training Workshops	Length (Days)	Demography	Class Size	Tentative Date	Fee Per Participant
Time Management Skills <ul style="list-style-type: none"> - Goal Setting - Prioritizing - Activity Setting - Daily Planning 	1	Open to the Public	25	April October	N18,000
Time Management Skills for Managers	1	Managers/Supervisors ONLY	20	April October	N22,000

Leadership Training Workshops	Length (Days)	Demography	Class Size	Tentative Date	Fee Per Participant
Competency 1 <ul style="list-style-type: none"> - Leading Others - Building Strong Team - Developing Others - Personal and Professional Growth - Dealing with Conflicting Ideas 	1	Managers/Supervisors ONLY	20	May November	N22,000
Competency 2 <ul style="list-style-type: none"> - Ensuring Long Term Results - Managing Outcomes - Delegating to Others - Making Decisions 	1	Managers/Supervisors ONLY	20	May November	N22,000

Further details on each workshop are available at www.es-africa.com. The exact dates and venue will be determined 2 Weeks before each workshop.

Customized workshops can be arranged for companies on request. For more on this, contact info@es-africa.com.

We reserve the right to change Participation fees due to any unanticipated cost.