

SEMINARS AND WORKSHOPS

These seminars and workshops can be customized to meet the needs and context of your organization.

COMMUNICATION AND CUSTOMER SERVICE SKILLS

Writing Effective Emails

Professional Business Writing Skills

Writing Effective Business Letters

Writing Minutes of Meeting

Singlish to Standard English

Replying to Customer Complaints

Customer Interaction Skills

Telephone Techniques and Customer Service Skills

Handling Difficult Customers

Handling Customer Complaints

Going the Extra Mile in Service

Achieving Customer Satisfaction

Telemarketing Skills

Telephone Selling Skills

Professional Selling Skills

Building Rapport to Develop Trust and Confidence

Effective Contact Centre Skills and Operations

Contact Centre and Customer Service Skills

OFFICE ADMINISTRATION AND SUPPORT SKILLS

Professional Receptionist Skills

Office Administration and Management Skills

Advanced Clerical Development Program

Professional Development for Administrators and Personal Assistants

Effective Time Management

Working Effectively with your Boss

Achieving Efficiency and Effectiveness through Multi-Tasking

Effective Work Relationships

Cash Handling and Control

Effective Debt Collection Techniques

Stock Control and Stocktake

Store Operation and Control

Effective Purchasing Skills

Effective Shipping Practices

SUPERVISORY AND MANAGEMENT SKILLS

Effective Supervisory Skills

The Art of Managing People

Leadership and People Skills

Handling People Problems at the Workplace

Motivating Staff

Management Skills for Team Leaders and Supervisors

Writing Skills for Managers

For details:

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