

INTERNAL SUPPORTING SKILLS

"A friend is one who knows you and loves you just the same." - Elbert Hubbard

This training course provides participants with the opportunity to develop and refine their internal support skills. They will gain knowledge in customer service, problem-solving techniques, communication strategies, and how to effectively manage workloads. Through a combination of lectures, activities, and discussions, participants will learn how to respond to customer inquiries, troubleshoot technical problems, and use effective customer service techniques. They will also explore ways to provide timely resolutions, plan and prioritize tasks, create efficient processes, and build relationships with colleagues. This course is designed to help participants develop their customer service and internal support skills and increase their confidence in these areas.

Key Course Content:

- Understand how group dynamics can play a positive role in team functioning
- Identify the strengths and weaknesses of their behavioural style
- Clearly define their role within the team
- Discuss the #1 cause of conflict in LG
- Consult internally with confidence and precision
- Create strategies for dealing with a range of internal stakeholders
- Apply improved communication skills for better negotiated outcomes
- Develop a more effective consulting role
- Understand how to build commitment
- Break down communication silos



Target Audience:

The course can be tailored for the specific cohort whether it be the leadership team, another group of managers/team leaders or employees.



Duration:

This course is available as a 2-day course or a truncated 1-day course.



Delivery:

This course can be delivered both in-person or virtually. For virtual delivery, we can use our virtual platforms or your organisations.



Group Size:

We recommend a group size of 4-10 people.