

2019 Open Enrollment Programmes

Programmes	Duration (Days)	Fees	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec
The Attitude of Exceptional Customer Service	2	N65,000			19-20				16-17					
Attaining Service Excellence For Managers/ Supervisors	2	N65,000			26-27				18-19				5-6	
The Spirit Of Excellence: Patient Service & Customer Service	2	N65,000				10-11				7-8				
Business Etiquette and Professionalism	2	N65,000				17-18				14-15				
Building Business Acumen	2	N65,000					7-8							
Speed: Effectiveness in Service Delivery	1	N45,000						26						
Loyal for Life: Service Recovery Programme	1	N45,000						27						
The Effective Path To Improving Sales Team Performance	2	N65,000					9-10							
Personal Effectiveness: A Tool To Higher Performance	2	N65,000								28-29				
Complaint Is A Gift: Handling the Irate Customer and Difficult Situations	2	N65,000										9-10		
Effective Communication Skills for Business Success	2	N65,000										16-17		
Certified Customer Service Leader (in partnership with Service Quality Institute USA)	3	\$1000							23-25					
Client Relationship Management	2	N65,000											12-13	
Moving Up: Take Charge of Your Career	2	N75,000												3-4

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Programmes	Programme Objectives	Target Audience	Duration	Dates	Fees per participant
The Attitude of Exceptional Customer Service	<ul style="list-style-type: none"> Recognize the impact of attitude in our lives; acquire skills to develop an attitude of service; have a better understanding of customer service skills; improve communications via telephone and emails; raise the level of performance and commitment; and develop pride, professionalism, and team spirit 	Frontline employees – Receptionists, Secretaries, Customer Service Officers, Bank Tellers, Funds Transfer Officers, Personal Assistants, Relationship Officers and all employees	2 Days	March 19-20 July 16-17	N65,000.00
Attaining Service Excellence For Managers/ Supervisors	<ul style="list-style-type: none"> Establish team purpose and direction. Develop the supervisory skills required to motivate team members to optimal performance. Develop strategies for enhancing service level. Better positioned to handle challenges amongst team members and customers. 	Managers and Supervisors	2 Days	March 26-27 July 18-19 Nov. 5-6	N65,000.00
The Spirit Of Excellence: Patient Service & Customer Service	<ul style="list-style-type: none"> Provide exceptional customer service for patients and their loved ones Build patient loyalty and positive word of mouth advertising. Improve attitude, morale and communication skills. Work effectively with other staff when dealing with patient concerns Support continuous quality improvement initiatives. 	All Healthcare professionals and medical support staff	2 Days	April 10 -11 August 7-8	N65,000.00
Business Etiquette and Professionalism	<ul style="list-style-type: none"> Greet, meet and introduce people professionally in a business setting. Network effortlessly with potential business contacts. Conduct yourself positively and professionally during meetings. Communicate appropriately when conversing, writing business letters or e-mails, talking on the phone, using the most suitable greeting, tone and manner. Professionally manage situations where you are tempted or pressed to compromise ethical standards 	New hires and entry level employees Front office employees Customer Service Personnel Marketers and Sales Officers Line Managers and Middle Management Executive Staff and Directors	2 Days	April 17-18 August 14-15	N65,000.00

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Building Business Acumen	<ul style="list-style-type: none"> • Explain the impact business drivers have on how your organisation makes money. • Identify the different aspects of the business and how they are interconnected. • Interpret financial statements and how business decisions flow from them. • Develop a working knowledge of business strategy and how organisational goals are achieved. • Recognize the importance of their role to be better able to align decisions to corporate strategy. 	Account Managers, Marketers and Sales Executives	2 Days	May 7-8	N65,000.00
The Effective Path To Improving Sales Team Performance	<ul style="list-style-type: none"> • Explore and learn the key concepts of the Natural Selling Process; • Discover strategies for maximizing the opportunities in every sale using natural selling process techniques; • Discover techniques for effective communication through questioning and listening 	Marketers and Sales Executives – Those new and experienced in sales	2 Days	May 9-10	N65,000.00
Speed: Doing It Fast, Doing It Now –and Doing It Right	<ul style="list-style-type: none"> • Define ways <i>Speed</i> can work in your organisation to provide exceptional service. • Define the internal and external barriers to <i>Speed</i>. • Work with employees to identify the <i>Speed</i> mindset needed for success. • Recognize your policies and procedures can affect <i>Speed</i>. 	All employees	1 Day	June 26	N45,000.00
Loyal for Life: Service Recovery Programme	<ul style="list-style-type: none"> • Understand service recovery and the impact it has on a customer focused organisation; • Empower themselves to quickly make rational decisions that can turn a customer problem into loyalty; and • Identify service recovery techniques needed to increase customer retention. 	Managers and employees interfacing with customers	1 Day	June 27	N45,000.00

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Personal Effectiveness: A Tool To Higher Performance	<ul style="list-style-type: none"> Encourage employees to be proactive in their daily life, and work to overcome their self-imposed limitations and fears. Help them focus on their dreams for the future, and on believing in themselves and their abilities. Develop time management skills. Teach them how to sharpen their skills and increase their personal motivation. 	All employees	2 Days	August 28-29	N65,000.00
Complaint Is A Gift: Handling the Irrate Customer and Difficult Situations	<ul style="list-style-type: none"> Define what a complaint is; Understand why Customers complain; and Describe the components of an effective complaint handling process. 	Managers and employees interfacing with customers	2 Days	Oct 9-10	N65,000.00
Effective Communication Skills for Business Success	<ul style="list-style-type: none"> Discover the impact that communication has in the workplace and business. Understand the principles of effective communication. Understand and practice active listening; Make an effective presentation; and write reports efficiently. 	New hires and entry level employees Front office employees Marketers and Sales Officers Managers	2 Days	October 16-17	N65,000.00
Client Relationship Management	<ul style="list-style-type: none"> Understand the importance of client care in the business environment Building rapport and creating strong working relationships Communicating with your clients Develop effective questioning and listening skills Understanding client behaviours and styles Handling complaints and resolving difficult situations 	Anyone in a client facing role needing to develop a more confident approach to maintaining and growing client relationships	2 Days	Nov. 12-13	N65,000.00
Moving Up: Take Charge of Your Career	<ul style="list-style-type: none"> Master the art of being proactive in their daily life, and work to overcome their self-imposed limitations and fears. Focus on their dreams for the future, and believing in themselves and their abilities. Develop their skills by using their time well and increase their personal motivation to succeed. 	Team leaders, front-line staff, self-employed or others desirous to achieve personal effectiveness at work and in their personal lives	2 Days	Dec. 3-4	N65,000.00

Customer Service Certification Programme

Programmes	Programme Objectives	Target Audience	Duration	Dates	Fees per participant
Certified Customer Service Leader (in partnership with Service Quality Institute USA)	<ul style="list-style-type: none"> Equip team leaders with the skills needed to establish purpose and direction. Build passion and commitment in team members. Increase teamwork and collaboration toward shared service goals. Learn techniques for continuous quality improvement in service delivery and teamwork. 	Leaders, managers, Service champions and supervisors	3 Days	July 23-25	\$1,000

Service Improvement Programmes

Programmes	Programme Objectives	Target Audience	Duration
Remember Me	<ul style="list-style-type: none"> Build a brand around customer care. Provide a higher level of customer experience than your competitors. Master a skill that will get customers to return again and again. 	Managers and employees interfacing with customers	1 Day
Empowerment: A Way of Life	<ul style="list-style-type: none"> Define the different ways that empowerment can benefit the customer, organisation and employees' lives. Identify how to create a culture of empowerment. Explain why empowerment has been so difficult to achieve. Describe the benefits of empowered staff. Demonstrate what empowerment should look like. 	Managers and employees interfacing with customers	2 Days

Programme Format

The programmes will employ the following training methods:

- lectures;
- role plays;
- film shows;
- case studies; and
- individual/group exercises

Open Enrollment Programmes

Payment Options

- Payment of fees by participants should be in CERTIFIED CHEQUE / BANK DRAFT payable to **SKILLS DYNAMICS SERVICES LIMITED**. This fee should be paid into Fidelity Bank, Account No. 4010096537 before the commencement date or on arrival at the venue. (Please present your slip at the venue to obtain a receipt **of payment**)

Refunds of Fees

- Fees paid for participants who do not turn up eventually would be refunded, subject to 20% of the Course Fees to cover administrative costs.

Programme Enrolment

- To enrol your participants, kindly e-mail Eno at skillsdynamics@yahoo.com or call 08033246917 with the following details Full Name, Name of Organisation, Address, Email and Phone Number

Office/Venue

- JB House, 40B Commercial Avenue (1st Floor Left), Sabo-Yaba, Lagos.

Disclaimer

- Kindly re-confirm the details of the programmes you are interested in before the scheduled date as SdS reserve the right to make alterations on its published programmes due to unseen circumstances.

In-House Programmes

- SdS Programmes are conducted at your location, at your convenience, nationwide.
- Programmes are customized to your preferences and scheduled for groups of ten or more participants

Programme Investment Available on Request

- The investment is reasonable and predictable. It includes facilitation services, participant materials, facilitators' travel and expenses.
- If you will supply the location and the participants, we will supply everything your team needs to gain maximum benefit from our learning experience

Our Clients

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|------------------------------|---------------------------------|---|
| • Letshego Microfinance Bank | • Recare Limited | • Eunisell Limited |
| • Temple School | • T1 Marine | • Bridge Clinics |
| • PATJEDA Group | • Tanami Investment Ltd | • Welcome Centre & Hotels |
| • AXA Mansard Pension | • Sahara Group | • Telnet (Nigeria) Ltd |
| • Jemimah Nigeria Limited | • FBN Microfinance Bank, | • SW Global Limited, Abuja |
| • Jubilee-Life Mortgage Bank | • Nigerian Ports Authority | • Cinfores Limited, PH |
| • Haggai Mortgage Bank | • UT Financial Services Limited | • Safe Trust Savings and Loans Limited |
| • Eunisell Limited | • Leez Enterprise Limited | • Premium Pension Limited |
| • Odontoville Clinics | • Bank of Industry | • Nigerian Council for Registered Insurance Brokers |
| • Maxivision Eye Hospital | • Unity Bank Plc | • International Energy Insurance Plc |
| • Oando Marketing | • SWAP Technologies | |
| • Zenith General Insurance | • Medical Art Center | |

Faculty

- Our team of facilitators is uniquely qualified and they have the proven ability to engage, interact with, and inspire their groups. Simply put, SdS's experienced trainers will keep your team engaged and focused on the programme goals.
- You will benefit from in-depth concepts and ideas, and of course, enjoy SdS's proven finesse in conducting interactive, results-oriented adult education programmes.
- Our programmes will be delivered and facilitated by a team of facilitators headed by Eno Iniworikabo. She is a certified customer service consultant/trainer with **Service Quality Institute (SQI) Minneapolis, USA** and accredited trainer by **Centre for Management Development (CMD)**.