

Year **2019** Training Plan

- In-House Location = Whole Malaysia
- Public Location = In 4/5 Star Hotels

BY CATEGORY:

(A). Communication Skills	(B). Customer Service Skills
(C). Sales & Marketing	(D). Workplace Essentials
(E). Retail Training	(F). Call Center Training
(G). Train The Trainer	(H). Leadership & Management Training

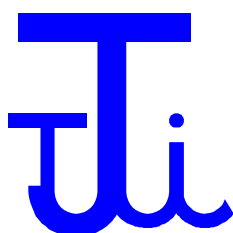
COURSE MATERIALS AND COURSEWARE PACKAGES FEATURES:

- Use fun, hands-on activities, exercises and games that will ensure participants are fully engaged.
- Engaging, innovative content
- Highly interactive activities, games, and exercises
- Latest training models and concepts
- Organized and structured design documents
- Engaging PowerPoint slide deck
- High impact visual

#	1-DAY TOPICS
1.	Administrative Assistant Skills (D)
2.	Anger Management (A)
3.	Building High Performing Teams (D)
4.	Business Etiquette (D)
5.	Call Control (F)
6.	Change Matters (D)
7.	Communicating with Clarity & Impact (A, D)
8.	Conflict Resolution (A, D)
9.	Creative Problem Solving & Decision Making (D)
10.	Find a way to say YES! (B, D, F)
11.	Front Line Retail Selling Skills (C, E)
12.	Handling angry and difficult callers (D, F)
13.	Lead, Motivate & Inspire (H)
14.	Negotiating for Results (A, D)

#	1-DAY TOPICS
15.	New college instructor orientation (G)
16.	Passionate Retail Experts (B, E)
17.	Presenting With Impact (A, D, G)
18.	Professional Selling Skills (C)
19.	Retail Sales Planning & Forecasting (C E)
20.	Sales Management (C, H)
21.	Sales Territory Planning & Routing (C)
22.	Successful Telephone Debt Collection (F)
23.	Setting Others Up For Success (B, D)
24.	Time Management (D)
25.	Train The Trainer (G)
26.	Vision, Energy & Passion to Serve (B)
27.	Marketing Essentials (C)
28.	Managing People (H)

Organiser:



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