

# Learning & Development

## **TetraMap**

Enhance interpersonal skills, communication, and behaviour with this globally proven model

## **Emerging leaders**

Develop and refresh people leadership skills for new and existing managers

## **Sales and customer service**

Increase understanding and response to a diverse range of customers

## **Managing people and performance**

Ensure your managers are managing performance effectively

## **Team development**

Transform team performance to overcome silos, improve team unity and collaboration, and enhance productivity, customer service, and sales



# Learning & Development Topics

Custom-designed in-house workshops or Coaching

- Defining leadership
- Roles and responsibilities
- Motivating and managing the team
- Managing performance
- Dealing with differences in people
- Negotiation and conflict resolution
- Assertiveness
- Stress management
- Presentation skills
- Making meetings effective
- Risk management
- Operational effectiveness
- Personal development and career planning
- Recruitment and selection
- Employment legislation
- Communication and interpersonal skills
- Business communication
- Intercultural communication
- Sales and marketing
- Internal and external customer service
- Telephone skills
- Coaching and training
- Planning and prioritising
- Creative thinking and decision making
- Improving business processes
- Financial management
- Project management
- Supply chain management
- Vocal and voice impact