Office Skills Knowledge Centre

Front Office Management, Help Desk Management, eServices and Customer Satisfaction Management

PROGRAM	TITLE
ACC701-6	Implementing Automation and Productivity Enhancement in Your Customer Care Unit
AEO701-6	Implementing Automation and Productivity Enhancement in Your Executive Office
AHD701-6	Implementing Automation and Productivity Enhancement in Your Help Desk Unit
BCC701-6	Implementing Good Management Practices in Your Customer Care Unit
BEN701-6	Implementing Good Management Practices in Your Municipality Services Unit
BEO701-6	Implementing Good Management Practices in Your Executive Office
BHD701-6	Implementing Good Management Practices in Your Help Desk Unit
BHU701-6	Implementing Good Management Practices in Your Help Desk Unit
BMU701-6	Implementing Good Management Practices in Your Municipality Services Unit
BPO820-6	Business and IT Process Outsourcing - Management Skills
CCM400-6	Call Centre Management - Own or Outsourced
CSM420-6	Customer Service Management
CSP904-6	Step-by-Step Understanding and Implementation of Customer Satisfaction Initiatives
EHD602-6	Helpdesk Planning, Management and Improving Customer Services
ESD590-6	Executive Secretary Development
FCC701-6	Reducing Budgets by 15%+ without Impacting Service Quality in Your Customer Care Unit

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Office Skills Knowledge Centre

Front Office Management, Help Desk Management, eServices and Customer Satisfaction Management

PROGRAM	TITLE
FEN701-6	Reducing Budgets by 15%+ without Impacting Service Quality in Your Municipality Services Unit
FEO701-6	Reducing Budgets by 15%+ without Impacting Service Quality in Your Executive Office
FHD701-6	Reducing Budgets by 15%+ without Impacting Service Quality in Your Help Desk Unit
FHU701-6	Reducing Budgets by 15%+ without Impacting Service Quality in Your Help Desk Unit
FMU701-6	Reducing Budgets by 15%+ without Impacting Service Quality in Your Municipality Services Unit
HCC701-6	Implementing Employee Motivation & Reward Systems in Your Customer Care Unit
HDT583-6	Help Desk Technologies and Processes
HEN701-6	Implementing Employee Motivation & Reward Systems in Your Municipality Services Unit
HEO701-6	Implementing Employee Motivation & Reward Systems in Your Executive Office
HHD701-6	Implementing Employee Motivation & Reward Systems in Your Help Desk Unit
HHU701-6	Implementing Employee Motivation & Reward Systems in Your Help Desk Unit
HMU701-6	Implementing Employee Motivation & Reward Systems in Your Municipality Services Unit
ITP522-6	Office Productivity Improvement Technologies and Implementation Strategies
ITS470-6	IT Service Outsourcing Best Practices

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PROGRAM	TITLE
JTW901-6	Effective Technical Writing and Presentation Skills
JTW902-6	Advanced Effective Technical Writing and Presentation Skills
MGB770-6	Good and Best Practices that Help Reduce Costs and Increase Internal and External Customer Satisfaction
MSA870-6	Systematic Approach to Do it Right First Time - Improving Customer Satisfaction and Reducing Costs
PEM680-6	Public Event Management
PRT645-6	Public Relations IT Tools and Methods
QCF602-6	Setting Up a Customer Focused Management System
QCM682-6	Effectively Managing Contracted-Out Manpower and Services
QKM814-6	Knowledge Management System for Your Customer Service Excellence
QKM834-6	Knowledge Management System for Your Public Relations Department
RMT423-6	Reputation Management - Team, Department or Organizational
XRM965-6	Customer Satisfaction- Risk Management

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