

# Business Office Skills

Front Office Management, Help Desk Management, eServices and Customer Satisfaction Management  
5 Days (1 Week) Training Programs List

Program Code	Program Name (Click to Access Website Brochure with Current Dates)	Program Content Summary
BPO8205	Business & IT Process Outsourcing - Management Skills	Growth of Specialized Organizations offering Key Skills at Competitive Rates and Fast Delivery Times are Encouraging World Class Organizations to Increase Outsourcing to Meet their Strategic Goals., The Challenge is how to use the advantages of Outsourcing without sacrificing Quality, Management Monitoring & Control, Customer Touch, Customer Feedback - Formal and Informal, Innovation in the Customer Processes etc.. This program shows you how., Understanding Outsourcing Business Environment, Outsourcing Opportunities , Understanding Outsourcing Business Processes (Flow Chart Approach), Analyzing Your Organizational Needs, Redefining Work for Outsourcing, Finding the Outsourcing Partner, Outsourcing Contract Conditions to Protect your Organization, Controlling the Transition Processes, Effective Outsourcing Monitoring & Management, Maintenance of Outsourcing Relationship, Outsourcing Pitfalls, Outsourcing Good & Best Practices (Great Source of Ideas You Can Immediately Apply to Your Existing Outsourcing Arrangements), Program Recommendations
CCM4005	Call Center Management - Own or Outsourced	Under Revision. Please see <a href="http://www.eurotraining.com/plist/psumm/om-training-summ-1w.pdf">www.eurotraining.com/plist/psumm/om-training-summ-1w.pdf</a> or email: <a href="mailto:regn@eurotraining.com">regn@eurotraining.com</a>
CSP9045	Step-by-Step Understanding & Implementation of Customer Satisfaction Initiatives	Under Revision. Please see <a href="http://www.eurotraining.com/plist/psumm/om-training-summ-1w.pdf">www.eurotraining.com/plist/psumm/om-training-summ-1w.pdf</a> or email: <a href="mailto:regn@eurotraining.com">regn@eurotraining.com</a>
EHD6025	Helpdesk Planning, Management & Improving Customer Services	This program provides the participant the skills required to Design, Implement, Manage and Improve Help Desk Performance. The program creates an Understanding of : the Quality Characteristics of Services, Customer Needs and the Process of Customer Satisfaction. It creates an Understanding of the Helpdesk Functions, Essential Management Practices and Processes including: Recruitment, Training, Motivation, Entrepreneurship Development, Knowledge Management & Day-to-day Management., It also discusses: the IT and other Tools, and, Performance Monitoring and Measurement Methods. The Program shows you how to Gain Leadership through Meeting and Exceeding Customer Expectations. The Program concludes with the preparation of an individualized action plan for Improving Help Desk Performance in your Organization., Providing Customer Service, The Helpdesk Method, The Quality Characteristics of Services, Understanding

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		Customer Needs & Problems (Internal & External), Understanding the Process of Customer Satisfaction, Helpdesk Functions & Processes, Good Management Practices for Customer Focused Help Desks, Recruitment for Customer Focused Help Desks, Training for Customer Focused Help Desks, Motivation for Customer Focused Help Desks, Entrepreneurship Development for Customer Focused Help Desks, Knowledge Management for Customer Focused Help Desks, Day-to-day Management for Customer Focused Help Desks, The IT and other Tools, Communicating with Customer, Creating Customer Focused Culture, Performance Monitoring and Measurement Methods that Work, Program Recommendations
ESD5905	Executive Secretary Development Training	Under Revision. Please see <a href="http://www.eurotraining.com/plist/psumm/om-training-summ-1w.pdf">www.eurotraining.com/plist/psumm/om-training-summ-1w.pdf</a> or email: <a href="mailto:regn@eurotraining.com">regn@eurotraining.com</a>
HDT5835	Help Desk Technologies and Processes	Under Revision. Please see <a href="http://www.eurotraining.com/plist/psumm/om-training-summ-1w.pdf">www.eurotraining.com/plist/psumm/om-training-summ-1w.pdf</a> or email: <a href="mailto:regn@eurotraining.com">regn@eurotraining.com</a>
ITP5225	Office Productivity Improvement Technologies & Implementation Strategies	In this program you will learn about...: Fundamental Understanding of the Professional Issues: The Related Technology and Technical Issues; The Management Issues; The Work Processes; Professional Standards; Related Quality Assurance Methodology, Aligning your Office Process and Personal Objectives with Organizational Mission, Vision, Strategic Objectives, Quality Policies and Requirements. Specific Areas where you, your section, your department or your organization can take a Leadership Role., Program will be customized to the needs of your organization for each group of participants., Support Executives Need, Modern Office Processes, New Office Technologies, Customer Expectations & Satisfaction, Timely Information for Decision Making, Communication Methods & Tools, Inter-Personal Skills, Team Working to Meet Office Objectives, Measuring Office Performance through Relevant KPIs, Program Recommendations
ITS4705	IT Service Outsourcing Best Practices	Under Revision. Please see <a href="http://www.eurotraining.com/plist/psumm/om-training-summ-1w.pdf">www.eurotraining.com/plist/psumm/om-training-summ-1w.pdf</a> or email: <a href="mailto:regn@eurotraining.com">regn@eurotraining.com</a>
JTW9015	Effective Technical Writing & Presentation Skills	Under Revision. Please see <a href="http://www.eurotraining.com/plist/psumm/om-training-summ-1w.pdf">www.eurotraining.com/plist/psumm/om-training-summ-1w.pdf</a> or email: <a href="mailto:regn@eurotraining.com">regn@eurotraining.com</a>

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JTW9025	Advanced Effective Technical Writing & Presentation Skills	Under Revision. Please see <a href="http://www.eurotraining.com/plist/psumm/om-training-summ-1w.pdf">www.eurotraining.com/plist/psumm/om-training-summ-1w.pdf</a> or email: <a href="mailto:regn@eurotraining.com">regn@eurotraining.com</a>
MGB7705	Good & Best Practices that Help Reduce Costs and Increase Internal & External Customer Satisfaction	Under Revision. Please see <a href="http://www.eurotraining.com/plist/psumm/om-training-summ-1w.pdf">www.eurotraining.com/plist/psumm/om-training-summ-1w.pdf</a> or email: <a href="mailto:regn@eurotraining.com">regn@eurotraining.com</a>
MSA8705	Systematic Approach to Do it Right First Time - Improving Customer Satisfaction & Reducing Costs	Under Revision. Please see <a href="http://www.eurotraining.com/plist/psumm/om-training-summ-1w.pdf">www.eurotraining.com/plist/psumm/om-training-summ-1w.pdf</a> or email: <a href="mailto:regn@eurotraining.com">regn@eurotraining.com</a>
PEM6805	Public Event Management	Under Revision. Please see <a href="http://www.eurotraining.com/plist/psumm/om-training-summ-1w.pdf">www.eurotraining.com/plist/psumm/om-training-summ-1w.pdf</a> or email: <a href="mailto:regn@eurotraining.com">regn@eurotraining.com</a>
PRT6455	Public Relations IT Tools and Methods	Under Revision. Please see <a href="http://www.eurotraining.com/plist/psumm/om-training-summ-1w.pdf">www.eurotraining.com/plist/psumm/om-training-summ-1w.pdf</a> or email: <a href="mailto:regn@eurotraining.com">regn@eurotraining.com</a>
QCF6025	Setting Up a Customer Focused Management System	This program provides the participant the range of practical skills to analyze and understand and Implement a Customer Focused Management System in his Organization or Department., This program provides a unique multidiscipline (Technical-Legal-Management-Audit-Finance) analytical approach enabling you to take effective decisions, Understanding Customers, Understanding Customer Needs & Expectations, Understanding the Process for Exceeding Customer Expectations., Customer Focus Processes, Know What Customers Want: Listening to Internal & External Customers; Listening to Potential Customers, Determination of Customer Satisfaction and Engagement: Satisfaction and Engagement; Satisfaction Relative to Competitors; Dissatisfaction, Involve the Customers, Program and Service Offerings to Customers and Customer Support: Product and Service Offerings; Internal & External Customer Support; Customer Segmentation, Building Relationships with Internal & External Customers: Relationship Management; Complaint Management; Understanding, Program Recommendations

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QCM6825	Effectively Managing Contracted-Out Manpower and Services	<p>In this program you will learn about Managing Contracting-Out Manpower and Services: Fundamental Understanding of the Professional Issues. Aligning your Departmental, Process and Personal Objectives with Organizational Mission, Vision, Strategic Objectives, Quality Policies and Requirements. Specific Areas where you, your section, your department or your organization can take a Leadership Role., This program discusses the many problems faced by worldwide organizations as they outsource Manpower and Services ? enabling learning from others experience and adopting the applicable Industry Best practices., This program provides you the essential understanding of the issue in manpower and services procurement and the Good and Best Practices to handle them., Program coverage includes how to build-into the contract conditions the enabling provisions for assuring hired staff Capability, Motivation and Retention., Program Recommendations</p>
QKM8145	Knowledge Management System for Your Customer Service Excellence	<p>Simplest definition of knowledge is - reusable work products. Knowledge includes the experience of leading organizations worldwide, your organization, the contracts and legal department and the employees, Knowledge management is a systematic approach to identifying, collecting, communicating, using and updating the reusable work products that apply to your customer business units. To ease implementation this program shows you the step-by-step methodology to collect your organizations knowledge and make it available for decision making., Understanding what customer knowledge is, What difference knowledge will make to your customer business units performance, Identifying customer knowledge for your organization, Collecting customer knowledge, Communicating customer knowledge throughout your organization., Making knowledge available in an easily reusable form, Monitoring the customer knowledgebase, Continuous system for updating your customer knowledgebase, Knowledge management team system, Using IT technology for knowledge management system, Legal and Contractual issues in knowledge management system, Intellectual property issues in knowledge management system, Security and confidentiality aspects of a knowledge management system, Human and motivational aspects of knowledge management success, Workshop: Prepare Implantation Plan for Your Customer Knowledge Management System, Program Recommendations</p>

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QKM8345	Knowledge Management System for Your Public Relations Department	Simplest definition of knowledge is - reusable work products. Knowledge includes the experience of leading organizations worldwide, your organization, the contracts and legal department and the employees., Knowledge management is a systematic approach to identifying, collecting, communicating, using and updating the reusable work products that apply to your public relations business units., Understanding what public relations knowledge is, What difference knowledge will make to your public relations business units performance, Identifying public relations knowledge for your organization, Collecting public relations knowledge, Communicating public relations knowledge throughout your organization., Making knowledge available in an easily reusable form, Monitoring the public relations knowledgebase, Continuous system for updating your public relations knowledgebase, Knowledge management team system, Using IT technology for knowledge management system, Legal and Contractual issues in knowledge management system, Intellectual property issues in knowledge management system, Security and confidentiality aspects of a knowledge management system, Human and motivational aspects of knowledge management success, Workshop: Prepare Implantation Plan for Your Public Relations Knowledge Management System, Program Recommendations
RMT4235	Reputation Management - Team, Department or Organizational	Under Revision. Please see <a href="http://www.eurotraining.com/plist/psumm/om-training-summ-1w.pdf">www.eurotraining.com/plist/psumm/om-training-summ-1w.pdf</a> or email: <a href="mailto:regn@eurotraining.com">regn@eurotraining.com</a>
XRM9655	Customer Satisfaction- Risk Management	Under Revision. Please see <a href="http://www.eurotraining.com/plist/psumm/om-training-summ-1w.pdf">www.eurotraining.com/plist/psumm/om-training-summ-1w.pdf</a> or email: <a href="mailto:regn@eurotraining.com">regn@eurotraining.com</a>

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