

Soft Skills Centre

Customer Satisfaction, Negotiating Skills, Communication Skills, Team Working, Team Building

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[Print Program List](#)

List of 5 Day Training Program + 1 Day Workshop

Benefiting from ISO 9001 Quality Management Systems Check!!	ISO9001-6
Commercial Negotiation Skills Advanced Program	CNS363-6
Communication and Interpersonal Skills Advanced	CIP450-6
Communication Essentials	CES420-6
Customer Care Automation Opportunities	ACC701-6
Customer Focus for Front-Line Managers/Supervisors	CFM405-6
Customer Service Management	CSM420-6
High Impact Business Communication	CSH480-6
Implementing Automation in your Help Desk Unit	AHD701-6
Implementing Cost Reduction Practices in your Customer Care Unit	FCC701-6
Implementing Good Management Practices in your Customer Care Unit	BCC701-6
Implementing Motivation & Reward Practices in your Customer Care Unit	HCC701-6
Inspiring your Staff and Colleagues	SSI361-6
Interpersonal Skills for the Energy Sector	ENP247-6
Negotiating and Dispute Resolutions	NDR500-6

Program Code	<p style="text-align: center;">Soft Skills Centre (Click to Access Website Brochure with Current Dates)</p>	Obtain a Printable (pdf) Version from Website
Negotiating Contracts Effectively	NEG901-6	
Negotiation Professional Skills	NEG460-6	
Negotiation Skills for the Oil and Gas Industry Advanced	NSP570-6	
Professional Communication Skills	CES440-6	
Setting Up a System to Empower Team Learning	HET550-6	
Systematic Approach to Do it Right First Time - Improving Customer Satisfaction & Reducing Costs	MSA870-6	