



EFFECTIVE BUSINESS MANAGEMENT

Learning Outcomes

- Practiced and developed management skills for applied effective client and team communication
- Upskilling to get the most out of people and your team through the use of strategies, for sound business management
- Enhanced communication between managers, clients and business objectives
- Building effective team dynamics
- Developed business management competencies

Course style

With many years of experience in training NAB and other employees, we create an interactive workshop environment in line with your company's values tools and techniques including:

- Role plays and simulations
- Group work
- Discussion trigger Cases
- Audiovisuals
- Diagnostic questionnaires

Course length

2 days duration, either consecutive or with a break between days. Can also be delivered over 4 modules

Content

Effective Client Communication:

- Customer focus
- Client engagement
- Building rapport, trust and integrity
- Purpose based client relationship management
- Solution based approach

Building effective Team Dynamics

- Definition of team leader
- Understanding comfort zones
- Managing Expectations
- Building rapport and trust
- Creating an ethos of integrity
- Creating a positive team climate
- Conflict resolution
- Formulas for giving feedback

Developing business management skills

- Assertiveness
- Influence
- Proactivity
- Motivation
- Change management
- Rapport building through cultural sensitivity

Accreditation

- Course participants receive a certificate upon completion.
- Course completion attracts professional CPD points.
- (Optional) after course assignment for further accreditation