

Motivational Programs

Put The Pep Back In Your Step

This half day workshop provides participants with valuable tips and insights on how attitude impacts performance. Learn in a few short hours to shift your mindset away from the negative and towards one of possibility and opportunity.

Wednesday 10th August
9am – 1pm
\$215 + GST per person

Self Leadership - The Art of Possibility

Building on the key principles of how attitude impact performance as introduced in the 'Put the Pep Back In Your Step' program, this program explores the concepts of self leadership and how to be a leader in you own life.

Wednesday 21st September
9am – 1pm
\$215 + GST per person

Customer Contact Essentials Programs

Telephone Courtesy and Etiquette

Don't let your staff economise on telephone manners. A professional phone image is vital to your business success. This workshop teaches participants the importance of telephone courtesy and etiquette to give your business the edge.

Thursday 10th February
Wednesday 7th September
9am – 5pm
\$345 per person

Delivering Customer Service Excellence

Does your organisation stand out from the crowd when it comes to Customer Service? If not, you should. Empower your staff with the skills they need to be remarkable when is comes to Customer Service and give your business the winning edge.

Thursday 17th March
Wednesday 5th October
9am – 5pm
\$345 per person

Managing Challenging Customer Situations

If your staff deal with clients either on the phone or face to face, chances are at some point they will encounter a difficult customer. In the dynamic workshop participants will learn the skills required to deal with problematic situations professionally.

Wednesday 22nd June
Thursday 1st December
9am – 5pm
\$345 per person

Quality Credit Collection Techniques

Gaining positive outcomes from credit collection activities takes confidence and technique. Do your staff have fear around making collection calls? Do they need to enhance their skills? Let us develop the skills and confidence you staff require to succeed.

Monday 21st March
Wednesday 19th October
9am – 5pm
\$345 + GST per person

Careerlink' is a Registered Training Organisation (RTO) and we proudly provide training and development for those in the world of work.

All workshops are presented by experienced accredited facilitators and include course materials and refreshments.

We are happy to partner with you to customise any of our programs to suit your organisation's learning needs.

*Please note that some course dates may change.

Professional Development Programs

The Art of Coaching

Few of us achieve results in our chosen field without the assistance of a mentor or coach and while some benefit from on the job coaching, why not formalise the process and empower the leaders in your organisation with effective coaching skills.

Wednesday 13th July
Thursday 17th November
9am – 5pm
\$395 per person

Stepping into Leadership

Making the transition from co-worker to team leader can make a difference to your work habits and team relationships. This workshop develops critical perspective, confidence and leadership qualities needed by new or upcoming leaders.

Wednesday 2nd March
Wednesday 9th November
9am – 1pm
\$215 + GST per person

The Art of Self Management

Great self management techniques are vital to a successful business. How are you at managing yourself and your own time? Become a master at the art of self management and learn to confidently and skilfully manage your time and your life.

Wednesday 11th May
Thursday 15 September
9am – 5pm
\$345 per person

The Essentials of Teamwork

Teamwork is a vital ingredient in any successful organisation but a team doesn't become a team overnight. Participants in this workshop will learn the essential ingredients required to build a successful team that's ready to achieve great results.

Tuesday 8th March
Wednesday 23rd November
9am – 5pm
\$345 per person

Sales Development Programs

The Best of Outbound Calling

If your business relies on an outbound telephone contact environment, this workshop is an essential. With the calling strategies learned in a few short hours, fears will be conquered, confidence will be increased and barriers broken down.

Wednesday 16th February
Thursday 18th August
9am – 5pm
\$345 per person

Mastering the Art of Telephone Sales

Do your staff need to embrace new sales techniques that will give your business an edge? In this workshop participants will learn how to turn every sales call into an opportunity to promote your business and achieve great results.

Wednesday 1st June
Thursday 13th October
9am – 5pm
\$345 per person

To secure your place(s) now either:

Register online via our website www.careerlink.com.au or complete the attached registration form and fax it to (08) 8234 5789. Payment by cheque, credit card (MasterCard, Visa, Bankcard) or cash is required prior to the commencement of the course.

Visit us at

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Torrensville
South Australia 5031

Our postal address is

PO Box 301
Torrensville Plaza
South Australia 5031

For more information:

Contact Michelle at Careerlink on (08) 8234 2144, visit us online at www.careerlink.com.au or e-mail michelle@careerlink.com.au.

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