



PRESENTING A PROFESSIONAL IMAGE

"Be so good they can't ignore you." - Steve Martin

This training course will help you build a professional and reliable reputation in your workplace. You'll learn the essential skills for achieving success and maintaining respect in any professional setting. We'll discuss topics such as how to stay organized, maximize efficiency, effectively communicate with colleagues and customers, and how to dress for success. Plus, learn the fundamentals of business etiquette and how to navigate difficult conversations. Through role-playing scenarios, real-world examples, and interactive activities, you'll develop the confidence and self-assurance to become a successful professional.

Key Course Content:

- Recognise your number one priority - your customers/clients
- Review of current client service standards
- The importance of the first interaction
- Understanding how attitude impacts stakeholder's perception
- Improving active listening skills
- Utilising note taking
- Business card etiquette
- Dressing for success
- Networking skills
- Developing an elevator speech



Target Audience:

The course can be tailored for the specific cohort whether it be the leadership team, another group of managers/team leaders or employees.



Duration:

This course is available as a 1-day course or a truncated half-day course.



Delivery:

This course can be delivered both in-person or virtually. For virtual delivery, we can use our virtual platforms or your organisations.



Group Size:

We recommend a group size of 4-10 people.