



TRAINING AND DEVELOPMENT SOLUTIONS FOR YOUR BUSINESS



MANAGEMENT & LEADERSHIP

- Managing Organisational Change
- Supervisory Skills for Supervisors & Managers
- Leadership Skills
- Effective Meetings

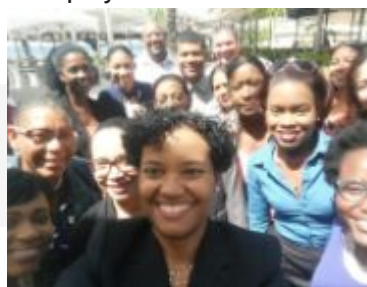


CUSTOMER SERVICE & STANDARDS DEV.

- Customer Service Standards
- Dealing with Difficult Customers & Guests
- Online Reputation Management
- Managing Customer Reviews

HR & TEAM DEVELOPMENT

- Successful Onboarding
- Performance Management
- Conflict Management and Resolution
- Dealing with Difficult Employees



PERSONAL & PROFESSIONAL DEV.

- Time Management & Productivity
- Business Writing Basics
- Stress Management
- Interpersonal Skills
- The Resilient Employee

CUSTOMISED

Training programmes tailored to your needs.

UP TO DATE

Based on the most up to date industry research and best practises.

EFFECTIVE

Successfully delivering the desired results

COMPETITIVE

Giving your organisation the competitive advantage you need.