



# Two Hour **High Impact Workshops**

Combined Team Services

RTO Provider No, 50995

# What can you achieve in two hours?

**Did you know that regardless of the job you have, there is always a need for bringing more than just your functional expertise.**

**To compliment your operational job core competencies, you are required to possess a set of skills that is often referred to as soft skills. Companies value soft skills as they can be just as important to workplace performance as hard skills. Employees not having these skills cost businesses thousands of dollars per year.**

**CTS are providing new short, sharp, bite-sized workshops to support the additional job requirements of important interpersonal and influencing skills capacity of current and future employees.**

## Fees - 2018

Public course: \$66 Early Bird rate when booking and paying more than two weeks before the scheduled workshop or \$77 normal rate. No refunds for Early Bird booking cancellations.

Private course: contact CTS for a quote to deliver a selection of relevant bite-sized workshops for your business at our venue or yours.

## Duration

9.00am - 11.00am or 1pm - 3pm - held on weekdays. Please see CTS Training Calendar for dates.

*Participants will receive a Statement of Attendance after completion of this course.*

# Bite-sized Training Topics

**Provide incredible customer service**

**Better manage your time at work**

**Deal with different personalities in the workplace**

**Be a great mentor in the workplace**

**Be a better workplace negotiator**

**How to deliver presentations for impact**

**How to be a better listener so you don't miss a beat**

**How to coach others for success**

**How to build KPI's that move teams forward**

**Support teams to work together successfully**

**How to be more confident (assertive) at work**

**How to be a more effective communicator**

**How to manage your team's dynamics**

**How to performance manage for success**

## **It's easy to enrol!**

We want to make sure you choose the right course for you.

Once you have made your decision, or if you need help to decide; email, phone or complete an enquiry form and we will contact you to discuss your study options. If you want to register for one of our courses you can use our online booking form.

# Nationally Recognised Qualifications



with Combined Team Services

Certificate III in Business (BSB30115)  
Certificate IV in Business (BSB40215)  
Certificate IV in Customer Engagement  
(BSB40315)  
Certificate IV in Leadership and Management  
(BSB42015)  
Diploma of Leadership and Management  
(BSB51915)  
Certificate IV in Work Health and Safety  
(BSB41415)  
Diploma of Work Health and Safety (BSB51315)  
Certificate II in Resource Processing (RII20515)  
Certificate III in Resource Processing (RII30415)

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**Custom Training Solutions**



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