

**HRD CONSULTANCY SERVICES & CO.
TRAINING PROGRAMMES**

SUPERVISORY SKILLS

(2 sessions – 2 hours each)

ON REQUEST

(6.30pm – 8.30pm)

For all those who are leaders and those who would like to be promoted to lead a team.
This course will help participants understand how to interact with team members and instill a 'team' spirit in order to achieve set goals and targets.

Course Contents:

- Definition of the role of Supervisor
- Negotiating the new position – *what to expect*
- Expectations of your Manager/Superior
- Expectations of your subordinates
- Time management
- Meetings
- A middle-management position

Eur 93.20

THE RECEPTIONIST

(5 sessions – 2 hours each)

(6.30pm – 8.30pm)

For all those who want to make a difference when it comes to First Impression.
Ideal for school leavers, receptionists and those wishing to learn more about the importance of a Receptionist within an organisation or retail outlet.

Course Contents:

- Different Receptionists
- The importance of the Receptionist
- Requisites of a Receptionist
- Organisational skills
- Communication skills
- The telephone and greeting visitors
- Normal day-to-day duties
- Dealing with difficult customers
- Ethics

Eur 139.80

**HRD CONSULTANCY SERVICES & CO.
TRAINING PROGRAMMES**

FORM YOUR CAREER IN SALES

(6 sessions – 2 hours each)

(6.30pm – 8.30pm)

An in-depth course to improve sales performance and meet targets.

For those willing to build their career in Sales, this course focuses mostly on the buyer's cycle to purchase a product or service. Together we shall see how you should build a relationship and be trusted to facilitate the closing of your sale.

Course Contents:

- Basic introduction to selling
- Starting the sales cycle and identifying your contact
- Different offers and closing techniques
- Follow-ups, Targets, Commissions, Value Added Selling
- Complaints – How to handle
- What does it take to be a Sales Representative/Executive?
- Competition
- Internal Relationships

Eur 163.10

OFFICE ADMINISTRATION

(2 sessions – 2 hours each)

ON REQUEST

(6.30pm-8.30pm)

Aimed for all those who would like to be more organised and have a sound understanding of the Office environment

Ideal for school leavers, clerks and secretaries who would like to know how to be a valued asset to their employer. This course covers the basics of working in 'the office'.

Course Contents:

- Introduction to the office
- Structure of the office, policies, dress code, ethics
- Interaction with other staff and customers
- Responsibilities, Initiatives, Improvements
- Ways of Communication, Office Equipment
- Organisation
 - Office documentation
 - Storage of documentation
 - The desk and your diary
 - Pending work
 - Working on different stations
 - Meetings

Eur 81.55

**HRD CONSULTANCY SERVICES & CO.
TRAINING PROGRAMMES**

GETTING THE JOB

(2 sessions – 2 hours each)

ON REQUEST

(6.30pm – 8.30pm)

You have the requisites! - Learn how to sell yourself to get the job you want.
This course is intended for all those who are seeking employment as it demonstrates ways to be successful in the interview - *before and after.*

Course Contents:

- Choosing a career
- Reading the advert
- Communicating with the employer
- Ways of communication
- Preparation for the interview
- During the interview
- Closing the interview
- After the interview

Eur46.60

CUSTOMER CARE

(2 sessions – 2 hours each)

ON REQUEST

(6.30pm-8.30pm)

All about Customers!

This course is ideal for all those who would like to have a sound knowledge of how to care for the customer. Relating to them at all levels. Ideal for all those who work with people!

Course Contents:

- Who is the Customer
- Interacting with different personalities
- Communicating with the Customer
- Face to Face Confrontations
- Doing whatever it takes
- Customer Satisfaction - Loyalty
- Complaints – Restoring Loyalty

Eur46.60 (Lm20)

**HRD CONSULTANCY SERVICES & CO.
TRAINING PROGRAMMES**

FROM SECRETARY TO PERSONAL ASSISTANT

(3 sessions – 2 hours each)
(6.30pm – 8.30pm)

For those who would like to be the 'Right Hand'.

Ideal for those individuals who wish to enhance their career prospects, either to move up the rank to Personal Assistant or to seek a job entailing such responsibility. This course will definitely assist participants through a smooth transition, especially if they are promoted within the same company.

Course Contents:

- The Difference between the Role of a Secretary and Personal Assistant
- Negotiating the new position
- New responsibilities in the office
- Time management
- Meetings
- A middle management position

Eur93.20

ACCOUNTS FOR THE NON-ACCOUNTANT

(5 sessions – 2 hours each)
(5.30pm – 7.30pm)

The aim of this course is for non-Accountants particularly people dealing with accounts during meetings, at work and those who wish to have a layman's understanding of accounting jargon.

Course Contents:

- What are accounts meant to show?
- Balance sheet and Profit and loss
- Basic Accounting principles
- Basic ratios, mark-ups, margins
- Investments, shares, stocks, bonds, interests, yields etc..
- Discussion of real life accounts

Eur104.85

**HRD CONSULTANCY SERVICES & CO.
TRAINING PROGRAMMES**

TIME MANAGEMENT

(2 sessions – 2 hours each)

(5.30pm - 7.30pm)

The aim of this course is for managers and executives particularly those who never seem to have 'enough time' to do a day's work!

Course Contents:

- Basic principles of time management
- Practical tips how to do more in less time!!
- Discussion of real life situations
- Group interaction

Eur46.60

MANAGEMENT OF NON-PROFIT MAKING ORGANISATIONS

(5 sessions – 2 hours each)

(5.30pm - 7.30pm)

An all encompassing course for those actively involved in leadership positions at Non Profit Making Organisations. This course deals with the day to day management of non-profit making organisations particularly covering:

Course Contents:

- Leadership skills
- Time Management
- Fund raising ideas and systems
- Duties of Secretary and Treasurer
- Basic accounting together with statutes
- Procedures at AGMs and minute taking

Eur104.85

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