

CPD Course in Executive Office Skills

Open Learning Programme Information

<p style="text-align: center;">Programme Information</p>	<p>Course Outline</p>	<p>Module A – Customer Services</p> <ul style="list-style-type: none">• Face to face contact• Dealing with awkward customers• Where are you?• Dealing with complaints• Complaints policy• Do's and don'ts of complaint handling• Is the customer always right?• Dangerous contact• Person to person contact <p>Module B – Personnel Administration</p> <ul style="list-style-type: none">• The work cycle• Recruiting• Shortlisting• Checklist on interview• Contract of employment• Personnel files• Data protection• Job descriptions• Health and safety• Staff security <p>Module C – Project Management</p> <ul style="list-style-type: none">• Defining a project• Work structures• Choosing your team• Resourcing the information• Who does what• Gantt charts <p>Module D – Communications</p> <ul style="list-style-type: none">• Body language• Appearances can be deceptive• Emphasis on words• Listening skills• Letter writing• Using the telephone• Getting the message <p>Module E – Training Administration</p> <ul style="list-style-type: none">• The training cycle• Who benefits from training• Planning training• Training methods• Training environment• Equipment• Visual aids• Evaluation
--	------------------------------	--