

Customer Service

Dale Carnegie Course: Skills for Success

Presencial

You'll learn to strengthen interpersonal relationships, manage stress and handle fast-changing workplace conditions. You'll be better equipped to perform as a persuasive communicator, problem-solver and focused leader. And you'll develop a take-charge attitude initiated with confidence and enthusiasm.

O que aprenderá

Learn how to build trust and motivate people to act. Gain ways to project an enthusiastic attitude, communicate logically, clearly and concisely; and energise and engage listeners. Discover ways to manage stress and minimise worry, encourage positive thinking, and commit to continuous improvement.

Por que precisa disso

You'll be better equipped to perform as an influential communicator, problem-solver and focused leader. You'll learn to strengthen interpersonal relationships, manage stress and handle fast-changing workplace conditions. And you'll develop a take-charge attitude initiated with confidence and enthusiasm.

Resultados que vai atingir

You will tackle complex challenges, expand your ingenuity, and excel in building team harmony. Use the new skills to become a more persuasive communicator, securing your place as a valued contributor. As you become more adept at influencing, you'll find yourself inspiring others to take initiative and innovate.