

Effective Goal Setting

Suitable for anyone in the organisation who is required to either set their own objectives or has to meet departmental or individual objectives or goals

Objectives:

Delegates will be made aware of the significance of preparing relevant and realistic goals in order to increase effectiveness and achieve success. They will be shown techniques to help them prepare and direct action towards the achievement of those goals

Content covers:

- The significance of goals
- Benefits of written down goals
- The SMARTER Test
- SWOT Analysis
- Rules of goal setting
- Directing effort
- The planning process
- Gantt Charts

Programmes can be tailor-made to your specific requirements.

Course Category

Sales

- o Selling for the non-sales person
- o Pro-active Telephone Selling
- o Gaining Quality Telephone Appointments
- o Maximising Incoming Orders
- o The Principles of Selling
- o Managing and Growing Key Accounts
- o Sales Management
- o Effective Sales Negotiation

Supervision and Management

- o The Effective Supervisor
- o The Motivational Manager
- o Team Leader Development

Communication

- o A Guide to Assertiveness
- o Productive Communication
- o Chairing and Facilitation Techniques
- o Effective Presentation Techniques
- o Negotiation Skills

Self and Team Development

- o Coaching for Success
- o Training the Trainer
- o Instructional Techniques
- o Managing Stress
- o The Power of the Team
- o Effective Goal Setting
- o Professional Customer Care

Skills

- o Internal Customer Care
- o Problem Solving and Decision Making
- o Time Management
- o The Effective Appraisal

Bite Size Training Tasters