

Course Overview



Give your staff the tools to deliver exceptional service to your customers. To create a strong rapport with your employees and your customers you must:

1. Train, why?
2. Communicate effectively
3. Your State
4. The Art of Co-operation
5. Selling V Guiding

The life of a honeybee is mostly a predictable one: young bees, called house bees, do the hive chores, feeding the brood, cleaning and repairing cells. They grow up to become a nurse, helping to feed the larvae in the hive and caring for the queen. **In the hive, bees' development progressions and movements are stimulated by the colony's need, in a business environment, how can you NOT train your employees to perform better?**

Time:

Presentation and PowerPoint 40 mins

Exercises 1 hour

Downloadable Templates:

- From – TO exercise