

BALLAST & CAPEL TRAINING OPPORTUNITIES IN MARCH

IMPROVE YOUR PRESENTATION SKILLS

"It's not what you say, but how you say it."

Dates: Tuesday, 7th March, 2017 **AND** Thursday 9th March, 2017

Duration: 9:00 a.m. – 1:00 p.m. each day

Price: \$200 inclusive of training materials and a refreshment break.

Training Objectives—Learn To:

- ◆ Prepare a presentation outline.
- ◆ Knock out nervousness before delivering a presentation.
- ◆ Use a traditional or an electronic White Board.

This training is perfect if:

1. You are interested in strengthening your presentation skills.
2. You are interested in building your confidence in public speaking.



Early Bird
Special!
\$180

THE OUTSTANDING RECEPTIONIST

Learn relevant tools to create a welcoming impression that matches your organisation's image.



Need help?

Dates: Monday 20th March, 2017 **AND** Thursday 23rd March 2017

Duration: 9:00 a.m. – 1:00 p.m. each day

Price: \$150 inclusive of training materials and a refreshment break.

Training Objectives—Learn To:

- ◆ Be more helpful to visitors and colleagues.
- ◆ Convey a confident and positive attitude in person and over the phone.
- ◆ Manage difficult customers with diplomacy.
- ◆ Screen callers without offending them.

This training is perfect if:

1. You have just begun a career working at the front line of an organisation.
2. You are interested in professional growth as part of a frontline team.

Early Bird
Special!
\$135

Space is limited for both workshops. Register by **24th February** and take advantage of our **early bird specials** to get a **10% discount** on the workshop rate. All programmes can also be offered in an in-company setting as part of our HR Power Up! Training Packages. Contact us for further information.

Email: nadia.harris@ballastandcapel.com

Tel: 284.494.9203

www.ballastandcapel.com

www.bviemployment.com