

## FAQ's

### 1. Corporate Networking

My staff need to attend networking events, and other industry based events. Often they need to attend on their own, and initially at least, might not know anyone when they first arrive. Many of them are very resistant to attending, and if they do, often do not speak to anyone unless they are spoken to first. It is imperative to our business that we have staff members at these events...

Can you help my staff overcome this hatred, or fear, or networking?

**Answer:**

**Key Skills** will assist your team in identifying just what it is that prevents them from attending, or enjoying these networking events. Once they have identified the cause, we work with them to develop strategies that will enable them to attend, and be effective. Once they have overcome their initial anxieties, they will begin to enjoy these events and look forward to each and every opportunity!

I can construct a workshop specifically for your staff, and deliver at a time and place convenient to you.

### 2. Corporate Team Building

I manage a large team of administrative staff. There is often 'in-fighting', complaints and it seems, a fear of one another. They do not speak to each other unless it is necessary and when a promotion becomes available it's all on! I have tried running morning teas etc and other team-building events, but nothing seems to work. How could your course/s help me?

**Answer:**

**Key Skills** will assist you and your team to identify what prevents them being able to interact freely and effectively. Communication and trust are essential ingredients if a team is to work to its full potential and this course will assist them firstly in wanting to be a more cohesive team and then how to deal with communication, expectations, self esteem and general behaviours that will enable them to better communicate with, and trust one another.

### 3. Single, or Single Again

I separated 18 months ago and have taken this time to 'readjust'. However now that I am ready to go out and 'meet the world' I find I am very reluctant to do so... Even if I knew where to go, I am petrified once I get there that someone will speak to me and I won't know how to respond, or what to say... If I go out with friends, we stay together all night and while I still enjoy the evening, I would like to meet some 'new' people. If someone speaks to me I freeze up. If I do speak, I feel like I have said something incredibly stupid and can't concentrate on what they are saying! I feel like a complete loser! My question is how can your course/s help me to overcome these issues...?

**Answer:**

**Key Skills** will assist you to identify what prevents you being able to socialise freely and effectively. This course will deal with communication, grooming, expectations, self esteem and general behaviours to enable you to go out and not only join in a conversation, but initiate them as well! Please refer to the 'Courses' section of our website and also to our Public Program which will provide you with the course details, dates and times. Please do not hesitate to contact me again should you require further information...

### 4. Customer Service

It seems I am regularly receiving complaints from customers that my staff have been rude or 'don't seem to care'. I know also that people often don't complain, they just don't come back so to have so many complaints is a huge concern. I employ an outstanding group of people each of whom is talented in their own area of expertise. I have interviewed each staff member individually, and then as a group in an attempt to see what the problem is but I cannot seem to change this. Of course it is affecting my business and takings are down. I am desperate... I have heard excellent reports about your approach to customer service and would appreciate a response in regard to your course and how it can help my team.

**Answer:**

Customer Service can be tricky! You can have the best people in the world, talented, enthusiastic and committed but there only needs to be one little thing and it can totally change the dynamics of the environment, therefore changing the way your staff are perceived by your customers. A busy person

who slams down the phone for example can be perceived as 'disinterested' and 'in a hurry to get away' even though they just spent fifteen minutes on the phone with them resolving an issue, that is what they remember – the slamming of the phone! Customer service is about not only the sensitivities of your customers, but that of your staff... Maybe there is an underlying issue between two or more of your staff that is causing friction, and no one is prepared to acknowledge or talk about it. This can cause an unpleasant undercurrent in the workplace that has a huge impact on the customer. Are you staff members happy and smiling...? If not, they should be! **Excellence in Customer Service** combined with **Key Skills** will assist your staff in not only providing better customer service but in being more satisfied, content, tolerant and happier in all areas of their lives!

## 5. Community & Social Groups

We run a social group but a lot of our members and visitors, really struggle to socialise within the group. We do our best to make them feel welcome, and make a point of introducing them to some of our very sociable and friendly members but they often do not return. When we contact them to ask why, they say that they found it too difficult, felt very uncomfortable, didn't know what to say to people and would prefer to stay home. These people need help! They came to our club because they had recognised the need to get out, but when they do, they either stay with the person they came with, or only stay a short time and leave... I have been told that you have done some wonderful work with people in helping them overcome these 'fears'... Could you please contact me and explain how your courses work and how we can incorporate your courses into our social program?

### Answer:

These people are afraid! They are afraid of rejection, of 'looking silly' of not being accepted... the list goes on! People often attend thinking there will be a magic answer, but the old adage comes into play... *'wherever we go, we go too!'* There is no magic remedy and unfortunately, as much as we might try, we cannot 'do it' for them... They must overcome their own fears, their own inadequacies and make their own way. I am happy to talk to you in regard to how we can help them by conducting the Key Skills course for them at your premises or externally. You might also like to peruse our 'Public Course Timetable' and bring a few people along to one or several of these courses.

## 6. Sales Teams

I manage what I believe to be a very talented group of Sales People. However I feel that some of them are not performing to their full potential. In addition, many of them tell me that they loathe 'cold calling'. When I ask them why, they say they don't know why, but simply cannot pick up the phone or walk in the door! Unfortunately cold calling comprises 30% of their contractual commitment and they must generate a percentage of business each quarter of 'new' business. I have tried to work with them, accompanied them on cold calls, and sat with them while they make phone calls to new clients, but as soon as I am not around, they don't do it. A colleague told me about your courses and how successful you have been with other sales teams... I would be grateful if you could get back to me and outline how you could turn this around for my team?

### Answer:

Cold Calling is a whole new ball game and a very different scenario to calling on existing or pre-sold clients. The fear of rejection, of 'looking silly' or of not being accepted... the list goes on! Sales people after all, often still have the same inadequacies that we mere mortals do! If one of your sales people has had someone be rude (and people often are when they receive a 'cold' call) this will confirm that which they had predicted... it won't work; they aren't interested; I can't do it and people are just too rude! Fact is that many of their existing clients probably started out as a cold call! If you don't ask, you don't get, and they know that more than anyone.

**Key Skills** will assist them in identifying and overcoming that which is holding them back from being effective and successful in their development of new business... Please refer to the 'Courses' section on our website for a complete overview of course and I would be delighted to discuss with you how this course can be personalised to maximise the potential of each member of your team.