

Customer Service Excellence and Leadership 1 Training

Month	Date	Duration	Course Title
OCT	14-15	2 Days	Customer Service Excellence
	16-17	2 Days	Customer Service Excellence
	21 -22	2 Days	Customer Service Excellence
	23 -24	2 Days	Customer Service Excellence
	28 – 31 01 Nov	5 days	Leadership 1

NOV	4 - 5	2 Days	Customer Service Excellence
	6-7	2 Days	Customer Service Excellence
	11-12	2 Days	Customer Service Excellence
	13-14	2 Days	Customer Service Excellence
	18-19	2 Days	Customer Service Excellence
	20-21	2 Days	Customer Service Excellence
	25-29	5 Days	Leadership 1

Note: The programme is subject to change by the approval of the Executive Manger Training.

Leadership 1 Course Description

This course is specifically crafted to empower employees who are stepping into a supervisory role for the first time. It provides foundation in the essential skills and knowledge needed to excel as a leader.

Module Topics include:

- Define the Leader's Role
- Team Management and Leadership
- Develop Planning and Organizational Enhance
- Decision-Making and Problem-Solving Abilities
- Optimize Time Management
- Cultivate Effective Communication Skills
- Customer Orientation