

Meeting Skills

DESCRIPTION:

As part of a busy business lifestyle, we spend a large amount of our time interacting with others, in particular with our customers. Keeping them happy is as critical as understanding their needs and concerns. It is well known that a large amount of time of an office worker is spent in meetings, a large portion of which is dealing with colleagues and customers. As a result it is quite critical for anyone to improve their customer management skills and be able to handle more senior customers as their skills are improved and get better results. In this course participants will be introduced to main aspects of managing customers in meetings. These include subjects such as establishing rapport, handling meetings, negotiating, body language and so on.



OBJECTIVES:

Upon completion of this training, the participants will be able to:

- Interact with a customer effectively to get maximum results
- Handle potentially aggressive remarks by your customer
- Use your body language to understand others better
- Prepare, run and finalise a meeting and how to avoid wasting time in meetings
- Use listening skills to get more information from your clients
- Get a fair deal when negotiating with your clients

OUTLINE:

- Manage Relationships
- Body Language
- Effective Meetings
- Questioning Methods
- Negotiation

TRAINING CODE:

MESPD 08

DURATION:

8 hours / 2 hours for 1 day

MODE OF DELIVERY

- presentations
- group discussions
- role-playing
- self-assessing exercises

DESIGNED FOR:

This course is suitable for:
(Levels 2,3 &4)

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