

# 'Real Results' – Business Workshops



## Workshops & Staff Training

Global Training Institute fits in with Your Business or Company so that training has the least interruption to your critical activities.

Options include:

- ✓ Training and topics customised to you
- ✓ Come to your worksite
- ✓ Practical workshops
- ✓ Freecall number for help
- ✓ Guarantee

Workshops can be cusotmise do suit all industries an d buseinns sizes.

Our Trainers have a wealth of business and management experience.

They have owned their own businesses, experienced in Franchising, are all members of the Australian Institute of Management, as well as worked in management positions in private or government organisations.

Our Trainers are very 'hands-on' and 'practical', providing you with 'Real Solutions that give Real Results'.



Shane Botting -  
Training Manager



Call 1800 998 500  
Qld & NSW Trainers

## PRACTICAL TOPICS INCLUDE...

### Leadership & Topics

#### **Setting Your Sails**

Setting the direction for your business or organisation and you within it. Understanding success and setting your personal and business goals to achieve it. Change and how to cope.

#### **Lead Me – Building the leader within**

Building the leader within you. How to lead, inspire and motivate team, suppliers, customers and all others around you. Comparing leadership to management.

#### **Lead Others**

Enhancing your leadership skills and building leaders around you.

#### **Lead Organisations**

Exploring the leadership skills needed for leading an organisation.  
Management Topics

#### **Systems Save You Time**

Reviewing Your Business Operations & Performance and establishing ways to develop consistency, control and minimize the 'fires' you need to put out.

#### **Mentoring and Coaching in the Workplace**

Discover how mentoring and coaching your organisation adds to your bottom line. Plan and manage the introduction and facilitation of change, negotiation and time management, support individuals and teams.

#### **Effective Employees**

Employees are your most valuable asset if managed correctly. Effective recruiting, job descriptions, inducting, appraisals, people systems.

#### **Developing Your Team 1**

Get your staff working as a motivated, effective team, being productive in output and taking pride and ownership in their work.

#### **Team 2**

Take your team to true championship status. Build a team environment that will get your team members flying.

#### **Team-Building - Days or Activities**

#### **Communication & Relationships in the Workplace or Family Business**

#### **Conflict Management, Stress Management Strategies**

### Business Growth Topics

#### **Advertising**

Creating Profitable Effective Marketing Pieces – Creating headlines, guarantees, benefits, layouts etc for your business that you can use for ads, radio, website, DVD's – whatever your business needs!

#### **Marketing Your Business and Products**

Boost profits through effective marketing. Determine markets for existing or new products/services. Pick and develop marketing strategies. Planning and implementing marketing strategies.

#### **Marketing 2**

Review existing sales and market returns, Identify market options, Select sales and marketing strategies, Prepare a sales and marketing plan.

#### **Creating Awesome Customers**

Bring your customers back again and again with a guaranteed formula. Create them into awesome customers. Communicate with different types of customers.

#### **Customers 2**

Managing and Delivering Advanced Customer Service in your Business or Organisation. Get your staff to take ownership for the customers through leadership, supervision, coaching and mentoring of your staff. Manage your staff's customer service skills.

#### **Super Sales**

All the tools you need to help you and your team members earn the income they desire. Develop sales techniques - to manage difficult customers and buyer resistance, Respond to buying signals, Negotiate sales, Finalize the agreement, Present sales solutions.

#### **Business Opportunities for You**

Identify and explore new business opportunities and identify areas of existing untapped potential in your own business.

#### **Business Planning for Future Success**

Identifying growth opportunities. Developing and reviewing a business plan.

#### **Friendly Financials**

Gaining Control of the Numbers in Your Business – understanding and planning effective financial managements – budgets, cashflows, Profit and Losses.

