EVA WRIGHT

COURSES SUMMARY

Who We Are

EVA WRIGHT is pleased to introduce itself to your esteemed organisation. We are a knowledge management company based in Abuja; with a continuing mission to offer unparalleled solutions to our customers and individual clients with passion and flair in the spirit of partnership. Our efficient training systems find their foundation in over 15 years' experience of our Chief Executive. Our organisation is known for providing best in class capacity building sessions not limited to:

👉 Personal Development Training & Coaching

👉 Leadership Development & Coaching

👉 Customer Service Management & Strategy
   - o Service Culture Integration
   - o Customer Service Policy development

👉 Customer/Relationship Management Training

👉 Mental Health & Wellness Coaching

👉 Executive Coaching & Mentoring

👉 Customer Service Development
   - o Service Quality Institute (SQI) Certification(s)
   - o Service Quality Institute (SQI) Online Training
   - o Procurement of Service Quality Institute (SQI) training materials

Our Promise

We pride ourselves on helping our clients maintain their commitment to being successful Learning Organizations with a stellar culture of excellence and continuous learning, with staff that are focused on personal professional development. We are sure that your team will leave our sessions more prepared than ever before to not simply turn customers into clients, engage positively with your clients, and exceed their wildest service expectations, but to also train others in your organization to do likewise.

Our collaboration with the Service Quality Institute USA curriculum allows us to certify your team right here in Nigeria, in addition we have adapted the training scenarios for the Nigerian market. They are designed to not only positively impact employee v customer engagements, but also contribute to the professional and personal development of your employee.
Following are a summary of our standard training courses. Please contact us for all pricing enquiries.

CONTACT US:
Phone: +234 706 299 3835; +234 814 807 6119; +234 8072277791
Email: forevawright@gmail.com
Facebook: https://www.facebook.com/ForEvaWright/
Instagram: http://www.instagram.com/Forevawright1

Our Courses

We offer the following talent development interventions. And can work with you to customize these courses for your team.

Exceptional Service Delivery

This training program is built around the concept that all employees must work together as a team to deliver Exceptional Service. Go above and beyond the customer's expectations. Offer extraordinary and superior service where you go that extra mile to excel. WOW the customer with your attention, actions, and words.

This is our generalist customer service course and covers service practice, definitions, service employee attitudes, standards of professionalism, customer engagement strategies and more.

The program comes with [Best Practice] Customer Service Performance Standard for use post course.
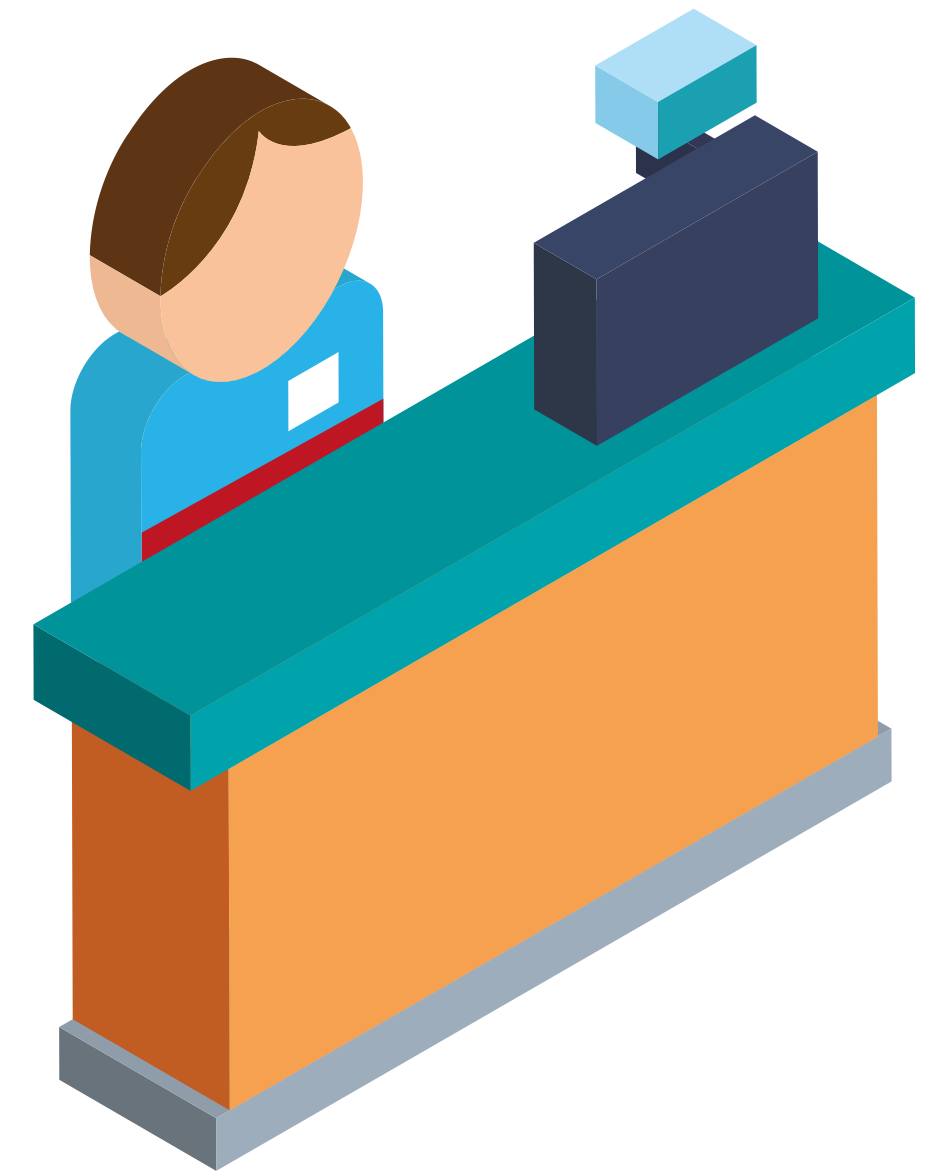
Feelings for Professionals

This is the world's **<u>FIRST</u>** customer service program for professionals; Created by SQI USA. It is aimed at achieving a positive transformation in employees by increasing awareness of customer needs, improving skills for dealing with customers, increasing employee's self-worth and improving communications and cooperation with other employees. Feelings is designed and written specifically for your front-line personnel. It is not written for upper management, although all employees must participate. Feelings for Professionals has three main objectives:

- Change attitudes and behaviors.
- Provide leading edge customer service skills and principles.
- Increase the self-worth, pride, and professionalism of every person within your organization.

Handling Irate & Difficult Customers
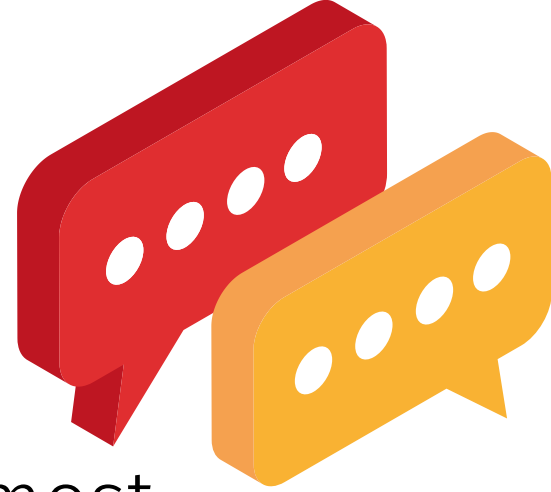
This training program helps staff members confidently address one of the most distressing issues in customer service; handling upset customers. Dealing with irate customers is one of the most pressure-packed experiences that team members will encounter and having reliable strategies to resolve the situation will continuously improve outcomes.

When frustrations arise between companies and customers, everyone feels the stress and emotional exhaustion. With step-by-step strategies, hands-on training events, guidebooks and instructional techniques, employees and managers at every level will have the tools to address the customer with calm and confidence. This course teaches strategies which help staff reach the core of the customer's frustration and solve problems they are having, while also improving the employee's experience and reducing turnover.
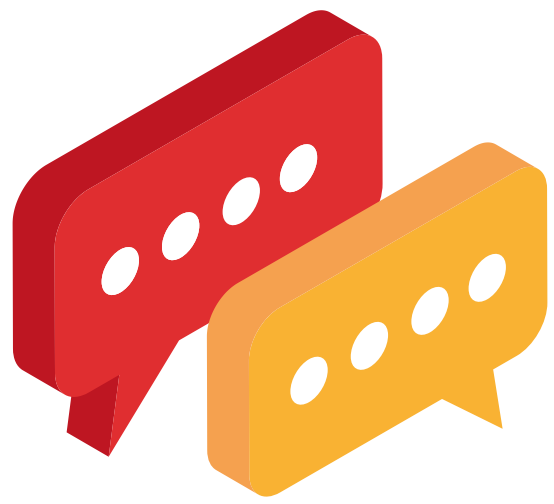
Handling Irate & Difficult Customers

During our learning engagements, we shall work with participants to:

- Successfully take on client's complaints and solve them in a mutually beneficial way.
- Overcome the urge to avoid negative customer complaints/feedback.
- Confidently handle irate and emotional clients without compromising company culture and values.
- Imbibe the personality that supports confidence and professionalism when dealing with irate or complaining clients.
- Understand and work with best practices in complaint handling.

Main topics in this course include:

- Understanding customer personalities e.g. abusive, angry, difficult etc
- Understanding the mindset of an irate/complaining customer
- Best practices in complaint handling
- Thriving Character traits when in an encounter with an irate client
- Six steps in diffusing irate/emotional customers
- 4 steps to dealing with difficult situations
- Service Recovery strategies
- Self recovery strategies

SPEED

SPEED means dramatically shortening the time it takes to complete any task for customers and co-workers. This program will help your team define ways SPEED can work in your organization to provide exceptional service

- Define the internal and external barriers to SPEED
- Work with employees to identify the SPEED mindset needed for success
- Show the relationship between empowerment and effective use of SPEED
- Recognize how your policies and procedures can affect SPEED
- Show employees that waiting until the last minute doesn't leave time to overcome problems
- Push the envelope… differentiate and revolutionize your organization, become an industry leader with SPEED.

SPEED is a must have skill in the service industry.

REMEMBER ME

Nigeria is very class, title and age conscious society with customers expecting service providers to remember and address them with the appropriate titles, rank etc. Remember Me dramatically improves your employees' ability to remember and easily use a customer's name–and overcome roadblocks to remembering–significantly improving their overall customer service experience.

Once you implement Remember Me your team will -
- Learn the importance of using their name every time.
- Eliminate roadblocks to remembering and using the person's name.
- Value the significance of your customer's overall experience.
- Use proper name etiquette.
- Understand how memory works
- Master a skill that will get customers to return again and again

SERVICE RECOVERY

From time to time organizations drop the ball; when this happens, your employees need to know how to take swift and commensurate action to turn that negative experience into a positive one for the customer; this could be quite challenges. Employees forced into a confrontation with an upset customer face the most stressful part of their day. This course enables the employee to quickly reduce or eliminate the fallout of corporate errors, misrepresentation, stressful situations etc.

Customers don't necessarily want to fight, but their emotions may cause them to get angry or insult your employee at the point of contact. This is where service recovery comes into play--and where your employee can create a customer that is Loyal-for-Life!
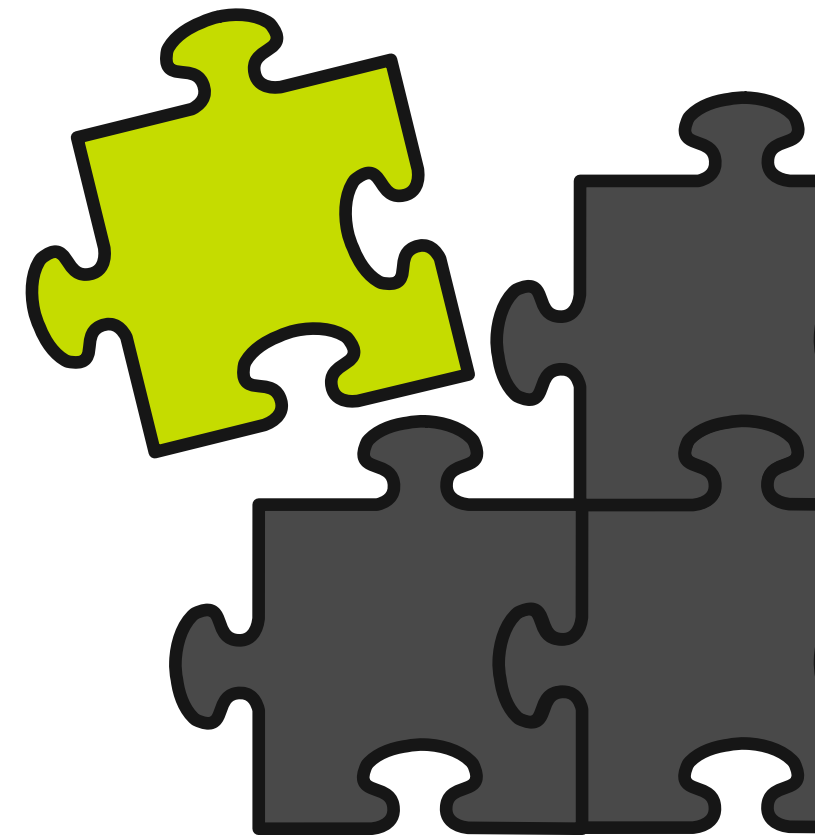
SERVICE RECOVERY

This module:

- Helps you develop world-class service
- Articulate your organizations' service recovery strategy
- Teaches your employees to master empowerment
- Identifies service recovery procedures
- Saves time and money by avoiding the run-around
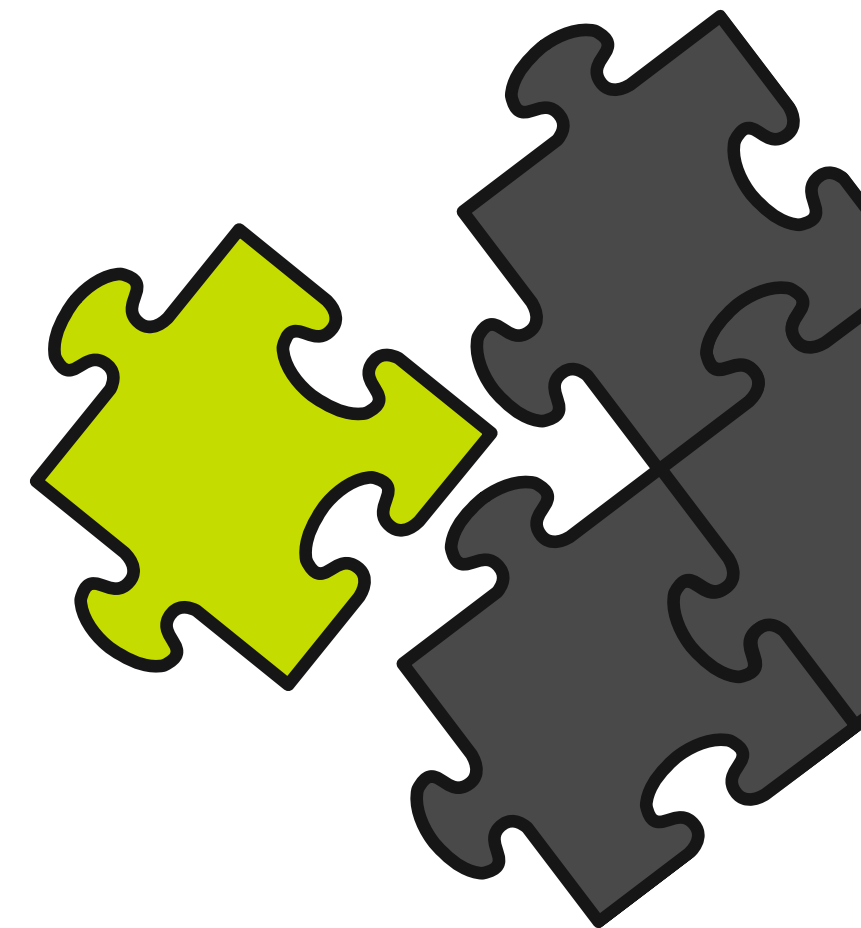
BUSINESS COMMUNICATION & ETHICS

One of the keys to the success of a business is effective communication. A business's employees and other in-house players can only get on well and work together to spur the business to success when there's effective communication between them. Similarly, a business can only build positive relationships with customers using effective communication. Now, since writing is one of the commonest and most important means of communication in the business world, it goes without saying that business writing skills are more than important to the success of a business.

According to one survey, almost 30% of our work is accomplished through written communication. This drives home the point that the skills of tactful business writing are essential for achieving business goals. There are many reasons why writing skills are important in the business world.

BUSINESS COMMUNICATION & ETHICS

Impact/Expected Results:

At the end of this course, participants will become more confident communicators. They will learn how to structure written business communication and as well as how best to engage third parties on a nonverbal platform. Above all, participants in exercising the skills learned will boost their credibility both within and without your organization.

This course aims at helping participants:

1. Explain how to adapt to a specific audience when writing reports and proposals.
2. Provide an overview of the process of drafting proposal content and list six strategies for strengthening proposal arguments
3. Identify five characteristics of effective writing in online reports and explain how to adapt writing approach for business documents

MASTERING SELLING SKILLS

While some people may possess an extroverted "sales personality" that makes them a natural fit for the career, effective selling is still a skill that must be developed. Sales and marketing training can help aspiring salespeople develop and practice the skills they need to succeed and increase their confidence level. Proper sales training is important for several reasons. This course will help participants:

- Improve communication skills
- Learn sales methodology
- Overcome objections
- Leverage customer service skills to facilitate the sale
- Manage customer relationships

This is a single module learning engagement which will cover:

- The Customer
- The Selling Process
- Sales Models
- Ten Skills of Selling
- How to Generate Leads
- Why Customers Buy
- Managing Customer Objections & Drawbacks
- Closing a Sale
- Customer Feedback Management
- Customer Experience Management
- Personal Presentation Tips & Etiquette [that facilitate selling] – **Bonus Material**

ACTION CENTERED LEADERSHIP

Organizations are fast realizing that there is dire need to harmonize individual leadership styles with organizational culture.

Action Centered Leadership (ACL) style as the name implies, focuses on team dynamics and tasks to drive performance. ACL is a very effective leadership methodology and offers your leaders a uniform platform to both mange, control and lead their teams. It is interesting to note that ACL is the preferred leadership methodology of the American Army.

Course Objectives

- To build efficient leadership competence congruent with the organizations culture and values
- Develop people management skills
- Boost productivity

In this course we bring an actionable dimension to leadership practice. This is the leadership methodology of the US Marine Corps

LEADING EMPOWERED TEAM FOR QUALITY SERVICE

Leading Empowered Teams for Service Quality teaches skills through interactive modules emphasizing hands-on experience. An interactive workshop that enables Managers and Supervisors to EMPOWER their workforce:

- Set and maintain service standards
- Provide feedback and reward systems
- Create a work culture characterized by superior service
- Build and maintain trust throughout the organization
- Develop teamwork to increase productivity and revenue
- Produce positive changes in the behavior of the participant's quality service team

This course aims at:

- Building leaders who are confident and understand the stakes in leading teams for quality service
- Changing leadership paradigm so that leaders actively empower members of their team to take action that will consistently WOW the customer.
- Enabling leaders, learn how to build a cohesive team that champions the brand and articulated customer service ethos.
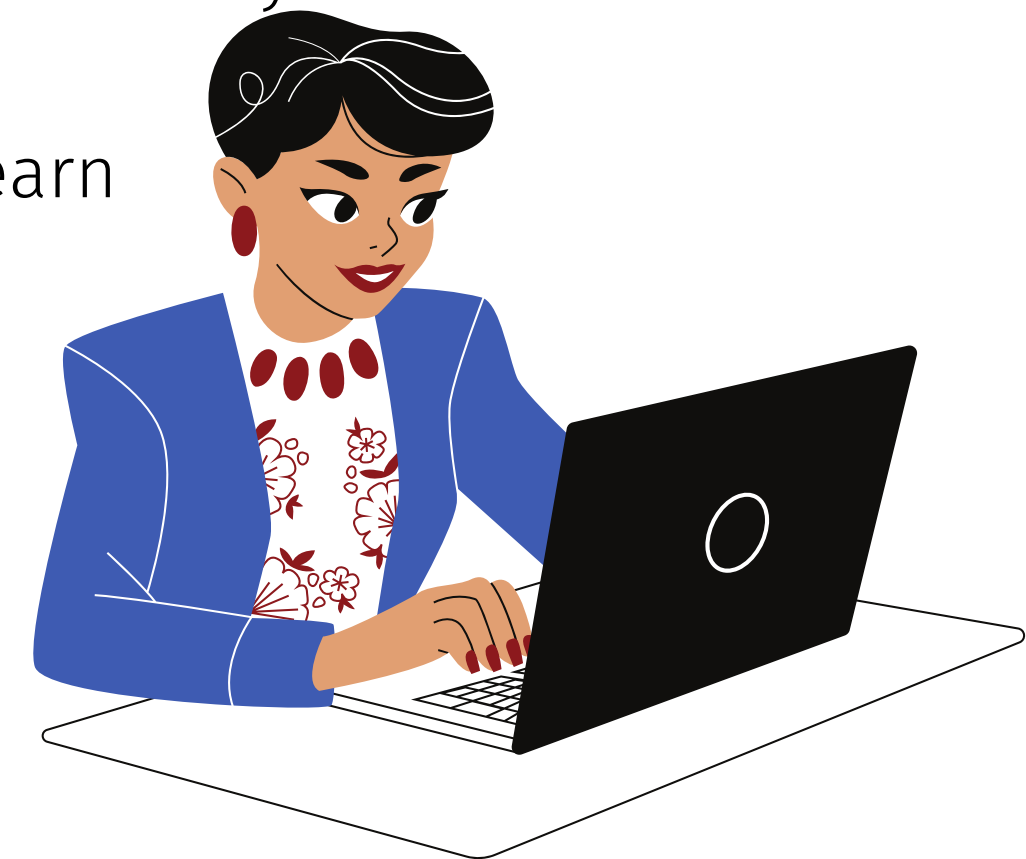
THE EFFECTIVE EXECUTIVE

Effective Executives deliver sustainability and profitability. This program is based on Peter Drucker's seminal and eponymous work 'The Effective Executive'. This text has been called the definitive guide to getting the right things done.

The rationale of this training for your team is that effective results always have external impact in any organization.

This course has been designed to present a plethora of new thought that will provoke your team to become Effective Executives.

It is aimed at boosting individual and organizational output; participants will learn

a. How to boost individual output
b. The 5 key practices of effectiveness
c. Managing effective meetings
d. Effective decision making
e. Self-development habits

7 HABITS OF HIGHLY EFFECTIVE EXECUTIVES

For over 20 years, 7 Habits of Highly Effective People has been the seminal guide for interpersonal development. The internal habits that result in external mastery make for:

- Increased efficiency
- Improved teamwork
- Organizational efficiency
- Organizational growth

This is one of our most successful courses, and it offers a new 21st Century perspective to the timeless habits. The objective of this course based on Dr S R Covey's bestselling book includes:

1. Precipitating inside out change to improve personal and organizational effectiveness.
2. Making the most of relationships – both internal and external customer relationships
3. Engaging teams to live successfully and grow interpersonal skills

In this course, your people will learn life changing skills that will enable them to boost the profitability of your company

MANAGING CHANGE AT WORK

The axiom that change is the one constant thing in life relates also to business. The business environment is fraught with change that could make or mar any organization. Knowing how to anticipate and manage such change is key to the sustainability and success of every business endeavor. Following this, it is imperative that team members also know how to identify micro changes that could potentially impact their operations. Change management is both a strategic and tactical skill.

This course will help participants:

1. Create an operational climate that is not damaged by change
2. Engage and enable the entire organization to respond to change positively
3. Implement and sustain positive change initiatives

At the end of this course, participants would have gained an important leadership skill that enables them to plan for their teams and organization. They will leave empowered and eager to put to practice what they have leaned. They will also know how to effectively manage the succession process. This learning engagement which will cover:

1. Defining change management
2. Leading Change
3. Engaging with Kotter's Change management model
4. Succession mentoring model
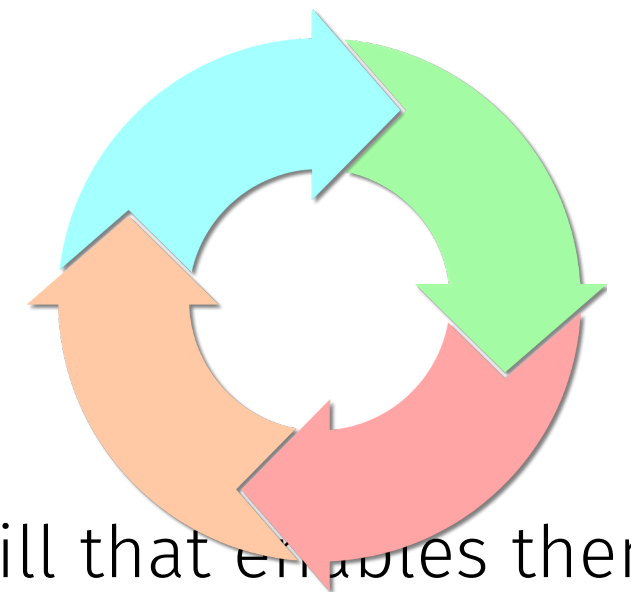
MENTAL HEALTH MANAGEMENT AWARENESS SEMINAR

2 in 4 people will experience mental health challenges in their lifetime. This short program aims to raise the awareness of mental health amongst your team. It is designed to give a broad overview of what encompasses mental illness, the link between mental, stress and physical health diagnoses and outline some possible first aid options.

This training course has been designed as an introduction to mental health to raise an awareness of how important it is to the workplace. The course provides an overview of mental health problems, outlining some of the symptoms and effects, and explains what you can do to help colleagues feel supported and encouraged.

The course aims to promote positive mental health and demonstrate how easy it can be for employers to adjust in order to encourage tolerance and understanding in the workplace.

CRUCIAL CONVERSATIONS IN THE WORKPLACE

Difficult conversations are par of course in every workplace; knowing how best to have these conversations constructively lends to organizational productivity, building a high performing team and synergistic stakeholder relationships as well as long term enduring profitability.

Learning how to manage difficult conversations in business settings constructively with open dialogue when emotions run high can be challenging and uncomfortable for many people; as a result, these important conversations are often mishandled or avoided altogether, which benefits no one.

Our Courageous Conversations learning engagements focus on building the skills necessary for engaging in difficult conversations with others while maintaining the integrity of the relationship and achieving win-win outcomes for everyone.

CRUCIAL CONVERSATIONS IN THE WORKPLACE

We will lay emphasis skills needed to communicate with candor, particularly when engaging in difficult conversations about issues like the following:

- When ideas are met with continuous resistance.
- When there is a lack of follow-through on commitments.
- When uncomfortable situations are not being addressed.
- When problems remain unresolved.
- When conveying performance results
- When giving negative feedback

During our learning engagements, we shall work with participants to:

- Zero in on and unbundle relevant interpersonal situations team members find problematic with the aim of identifying why and how they have failed in the past to gain any traction at attempts to have courageous conversations.
- Successfully engage in dynamic bottom-up conversations to ensure efficient knowledge transfer and critical open and productive relationships.
- Mitigate the knee jerk impulse to apportion blame when dealing with tough situations learn to keep the situation as the subject and not people.
- Develop the skills related to positive investigation including questioning, providing feedback etc.
- Reach for best practice instead of spiraling to cultural biases when called upon to have critical conversations.
- Establish conditions that will enable people to act with high levels of candor, respect, and responsibility when they encounter difficult, complex issues.

BUILDING HIGH PERFORMANCE TEAMS

This course is also a module in the Eva Wright Leadership Development curriculum. This and its sister modules are designed to build efficient and effective leadership competence in emerging leaders.

As industry transits from the knowledge to human economy, it is pertinent that leaders know how to leverage their key resource (people) alongside strategic competences; in addition to being competent in managing millennials. Examining these competences from a theoretical perspective alone does not often yield the efficiency and impact the quality of leadership; as such this course is designed to amalgamate both theory and practice to ensure that the emerging leader is poised to anchor a high performance team.

At the end of this course, participants will:
- Build high performing teams that consistently exceed performance expectation.
- Become better leaders and people managers
- Understand how leadership differs from management
- Review essential elements of important leadership skills including communication, strategic management, managing change and more
- Understand the dynamism of multi-dimensional leadership
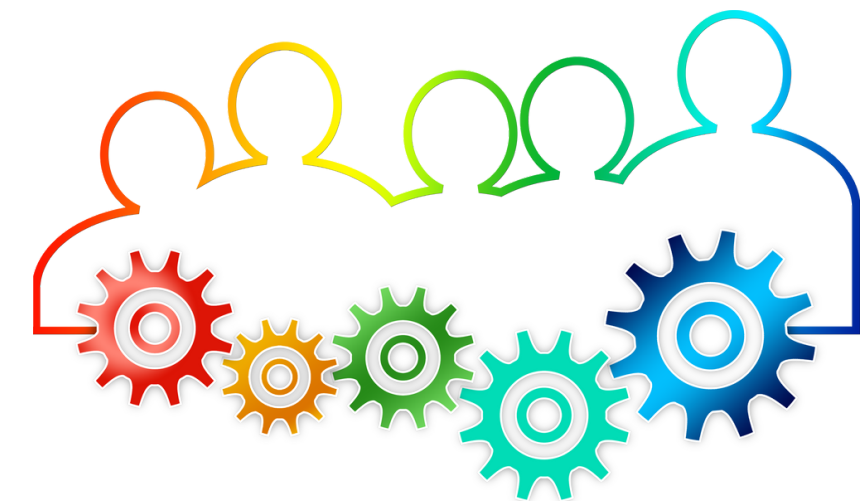
TIME & PERSONAL MANGEMENT

We are all busy. Organizations are using fewer people to do more work than before. Tight deadlines, last minute changes, rapid schedules, modern communications, and the pace of business today all add to the pressure. More than ever we need to be effective in planning our workload and managing our time. A good handle on time/personal management principles will make you the quintessential 'effective executive' as described by Peter F Drucker.

The Eva Wright Time/Personal Management course will enable participants to:
·   Understand what is at stake should they fail to harness time/personal management competences
·   Become effective executives
·   Plan and prioritize your work more efficiently
·   Manage interruptions more effectively
·   Develop practical techniques and strategies for more effective time management
·   Harness the benefits of technology

At the end of this course, participants will:
- Understand the need to prioritize their days to be effective at work
- Be equipped to be effective delegators – using their time resource strategically
- Be aware of tools that can help them effectively harness their time resource
- Know how to run effective meetings
- Grow in confidence in taking responsibility for their time resource

MARKETING & SALES SUCCESS FOR SERVICE RECOVERY

Some organisations for a myriad of reasons see their public perception dip, and want to take strategic action to reconnect with customers.

We offer a Marketing & Sales for Success course hinged on a service recovery strategy to help boost sales and marketing productivity. *This is NOT a sales/selling course, so we will not emphasize on the tenets of selling at this time.*

During our learning engagements, we shall work with participants to:
·   Understand the status of the service provider v client relationship
·   Identify what when wrong – in a bid to fix and avoid a repeat.
·   Understand the theory of service recovery as a means to making successful sales in future.
·   Master positive communication strategies in order to both manage current customer perception and transform perception (from negative to positive).
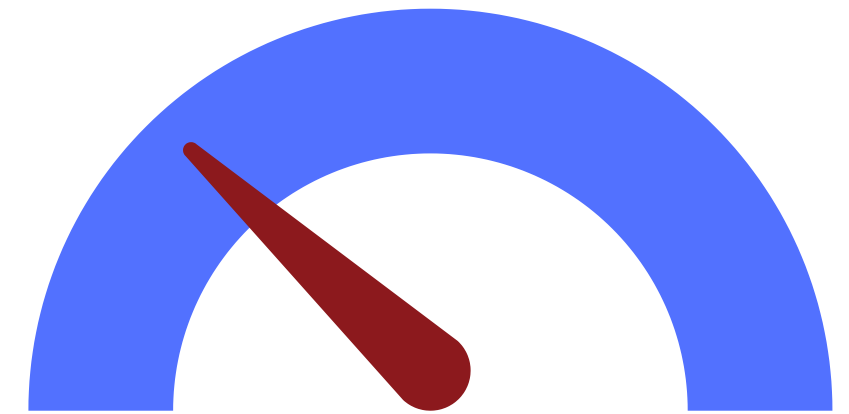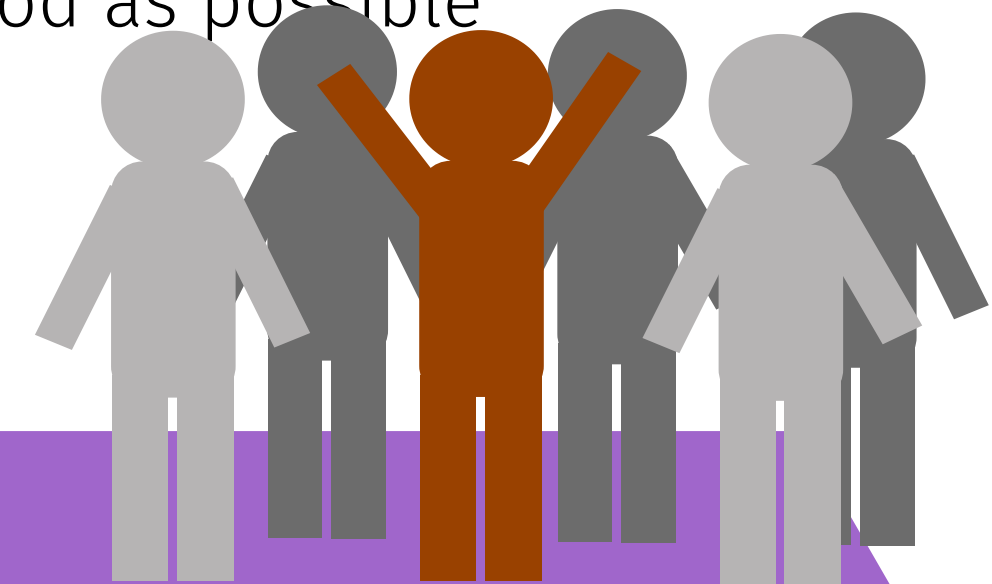
MID MANAGEMENT LEADERSHIP DEVELOPMENT PROGRAM

This is our premium one-year program, designed to develop leadership competence and skill in your top stars.

To provide those who are new to a leadership or management position or aspiring to be in this position with an introduction to the skills required to manage and lead people effectively.

By the end of the course, attendees will:
· Know the difference between leadership and management and when to apply each function
· Understand the wide range of skills they will need possess to be an effective leader and manager
· Know a range of leadership approaches and the situations each should be used in
· Be able to get the team to a high performing standard in a shorter period as possible

MID MANAGEMENT LEADERSHIP DEVELOPMENT PROGRAM

The learning engagement is expected to address in context questions like:

- What is leadership?
- The differences between Leadership and Management
- The key skills and characteristics of effective leaders and managers
- When to lead and when to manage
- Identifying a range of leadership approaches and when each should be used
- What can a leader do to get the best from the team
- How to develop yourself as a leader and develop the skills of others.
- How to overcome leadership paradoxes.
- How to make mentoring a tool for leadership.

MID MANAGEMENT LEADERSHIP DEVELOPMENT PROGRAM

Program Modules

1. Leadership: Inside Out
2. Leadership v Management
3. Leadership & Influence
4. Management: Deep Dive
5. Inspirational Leadership
6. Leadership Styles
7. The Effective Executive
8. 7 Habits of Highly Effective Leaders
9. Building High Performance Teams
10. Succession Planning & People Management

MID MANAGEMENT LEADERSHIP DEVELOPMENT PROGRAM

Course Benefits

Many people are put into leadership positions because of their technical ability to do the job and not on their ability to lead. This course will introduce the skills required to lead and manage effectively, providing a sound footing to build on.

By developing leadership skills, delegates will be able to motivate the team to perform to a high standard, getting the balance right between quality and productivity. Having the right skills to lead means the leader can engage the group in the vision, build trust and competence and therefore, spend time further developing the skills of the team, and not constantly firefighting to solve problems within the team.
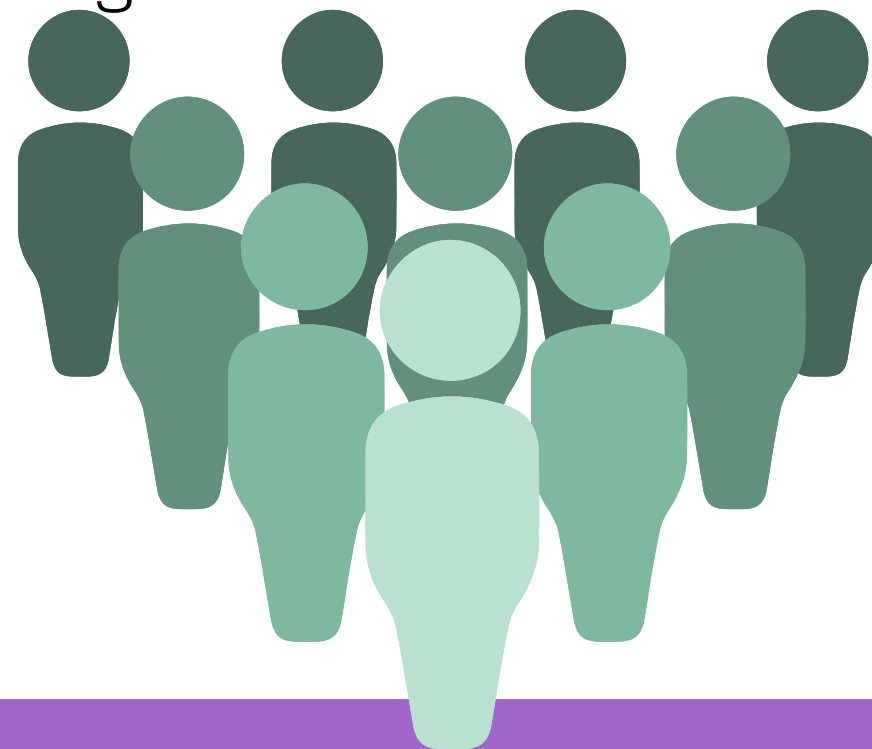
INTRODUCTION TO MICROSOFT OFFICE SUITE

Introduction

Introduction to MS office is going to be a basic trip through Microsoft word, PowerPoint, and Excel where beginners would have the opportunity to explore some great shortcuts in order to run those databases more efficiently. Therefore, the course teaches the basic skills for word processing, for creating excel spreadsheets, for building databases and preparing presentations, through the use of Microsoft Office Word, Excel, and PowerPoint programmes.

Benefits

The benefits of a good grasp of Microsoft Office Suite is its direct impact on the professonals skills and work output.

Our course is handson with strong practical elements and leaves the participants with a cheatsheet for future reference.

OUR STANDARDS

All our courses have interesting add-ons that deliver tremendous value to your team and organization.

Accreditation

Upon successful completion of all our training courses, participants are issued a Certificate of Attendance.

When clients request post training tests, based on the criteria defined for success, successful participants will be issued Certificates of Accomplishment.

Methodology

Our instructor-led trainings are delivered using a blended learning approach and comprises of presentations, guided sessions of practical exercise, group, and individual exercises. Our facilitators are seasoned industry experts with years of experience, working as professional and trainers in these fields. Eva Wright delivers this program using a teach backs system and participants leave with:

Participant package including cliffnotes

Writing materials including notebooks

Meeting Souvenir

All facilitation and course materials are offered in English.
All participants should be proficient in English.

Course Outlines

We wish to reiterate that this document only presents the summary of our designed courses. Should any of these fit your talent development plans, we will be happy to supply you with a full course content designed to your specific needs. Our course outlines cover

Duration of each engagement

Investment per attendee

Welfare requirements

Furthermore, Eva Wright routinely DESIGNS BESPOKE courses for its clients upon request. We will be glad to sit with you to understand your needs and thus design a bespoke learning program for your team.

FACILITATORS

While we have a robust stable of experienced facilitators, our recurrent facilitators include

Key Facilitators

Liz Taylor

Lead Facilitator

Bolanle Musa

Facilitator

Toyin Olofun

Facilitator

These are our key facilitators, where we will use different facilitators we will include their profile in the course outline submitted.

CONTACT US

+234 8148 076 119

+234 8072 277 791

forevawright@gmail.com

www.lizspire.com