

SCHOOL ADMINISTRATIVE STAFF

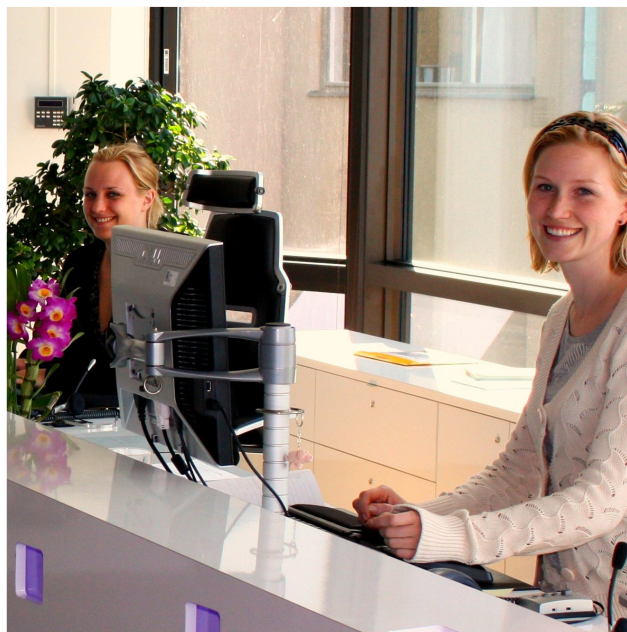
AMBASSADORS FOR FIRST IMPRESSIONS

Customers base their initial impression of your school on their interaction with front office staff. Their role is as much about public relations as it is about administrative efficiency.

This workshop has been designed to cover the key interpersonal / communication skills used by customer relations professionals to emulate the school's values.

EXPLORE:

- School frontline staff as ambassadors
- What gives your school its competitive difference?
- The qualities and skills of customer service professionals in a contemporary education setting
- Aligning work habits and behaviours to role model the school's core values
- Creating first impressions
- Communicating effectively and with empathy in challenging situations
- The impact of non-verbal messages on customer perception
- Positive language for positive results
- Establishing customer needs and requirements
 - empathy, listening and questioning



What's included

- Instruction by an expert facilitator
 - A highly interactive workshop
- Personalised certificate of completion
 - Guaranteed return on investment!

Contact us now for a workshop tailored for your school

Consider teaming this workshop with *Colourful Insights for Teachers and School Administrative Staff.*