

IMPROVING CUSTOMER SERVICE

Customer service is an essential aspect of any business, regardless of industry or size.



COURSE HIGHLIGHTS

- Can be delivered in-person or online
- Uses a combination of interactive discussions and activities, real-world case studies, and practical exercises to engage participants and enable them to apply the concepts learned in a practical setting.
- Customisable in-house training options
- Optional post-training coaching by an Organisational Psychologist for further learning and accountability



MORPHOSIS

OBJECTIVES

- Understand the importance of exceptional customer service and customer experience
- Develop effective communication skills for customer service
- Handle difficult customers and resolve complaints effectively
- Deliver exceptional customer service that exceeds customer expectations
- Exceed customer expectations through a positive attitude
- Build trust and rapport with customers
- Create a customer-focused work culture

This training plan is ideal for anyone who interacts with customer on a regular basis, including customer service representatives, sales personnel, managers, and supervisors



MORPHOSIS

Let's help you grow

CREATING A CULTURE OF POSITIVITY AND PRODUCTIVITY

A positive workplace culture is critical to operate competitively in a changing world.

Objectives

- Understand the fundamentals of creating a positive workplace culture
- Identify the key elements of a positive workplace culture
- Identify the derailing behaviours that impact a positive workplace culture
- Develop strategies for creating a positive workplace culture
- Enhance employee engagement and productivity

Course Highlights

- A combination of interactive discussions/workshop activities, case studies, and practical exercises to engage participants and enable them to apply the concepts learned in a practical setting.
- Customisable in-house training options.

About this Course

Overview

This training program is designed to provide participants with an understanding of the fundamentals of creating a positive workplace culture and how it can drive productivity and employee engagement. Through interactive discussions, case studies, and practical exercises, participants will learn how to create a workplace culture that values positivity, respect, and collaboration.

Duration

4-hour training program that can be offered in-person or online. Ideal for managers, executives, and employees at all levels who are committed to promoting a positive workplace culture.



MORPHOSIS

INTERVIEW SKILLS TRAINING

Interview training is imperative for organisations as it ensures a consistently positive process that results in exceptional hires.

WHAT WE OFFER?

This training program is designed to offer participants with the skills and knowledge to perform a successful interview.

Participants will learn about the important factors of an interview. Through interactive discussions and case studies, participants will learn how to enhance their interview skills to be able to conduct a productive and efficient interview.

OBJECTIVES

- *Understand the importance of structured and standardised interviews*
- *Recognise and mitigate interviewing bias*
- *Understand the importance and effectiveness of psychometric testing*
- *Develop the skills to properly evaluate an interviewee*

COURSE HIGHLIGHTS

- *Can be delivered in-person or online*
- *Customisable in-house training*
- *Optional post-training coaching by an Organisational Psychologist*



MORPHOSIS

READY, SET, RETIRE! A COMPREHENSIVE RETIREMENT PREPARATION WORKSHOP



Ideal for anyone nearing retirement age. Anyone looking to start preparing for retirement, and family members or caregivers of retirees

About this Course

This workshop is designed to help individuals prepare for a successful retirement. Participants will learn about important retirement considerations such as financial planning, healthcare, lifestyle changes, and more. By the end of the workshop, participants will have the tools and knowledge needed to confidently plan for their retirement.

Course Highlights

- Will be used in combination with interactive discussions and activities, real-world case studies, and practical exercises to engage participants and enable them to apply the concepts learned in a practical setting.
- Customisable in-house training options
- Optional Psychometric Assessments
- Optional post-training coaching by an Organisational Psychologist for further learning and accountability