

The following table provides a selection of our “*ready-to-go*” programmes which can be delivered at short notice (subject to availability). All of the programmes shown can be tailored and adapted, or alternatively we can design something bespoke to meet specific requirements. The list is not comprehensive, so if you don’t find something suitable please contact us at programmes@designed4success.co.uk and we’ll be happy to help.

Programme Type	D4S Programme	Participant outcomes	Duration
MISCELLANEOUS	Foundations of Customer Service	<ul style="list-style-type: none"> • <i>Recognise the importance of creating a positive first impression</i> • <i>Develop questioning skills to gather key information</i> • <i>Understand the different levels of listening, and the key barriers to listening well</i> • <i>Appreciate the value of empathy and know how to develop it</i> • <i>Understand the importance of leaving a positive lasting impression</i> 	3 hours
	Advanced Customer Service	<ul style="list-style-type: none"> • <i>Using emotional intelligence and empathy to create positive and lasting impressions</i> • <i>Understand how to transform transactions into interactions and build meaningful relationships with customers (internal or external)</i> • <i>Learn skills and techniques for resolving problems positively and with empathy</i> • <i>Build greater assertiveness to take ownership of challenging situations</i> 	3 modules each of 120 mins
	Introduction to Project Management	<ul style="list-style-type: none"> • <i>Understand the fundamental principles of managing complex projects</i> • <i>Understand the importance of identifying and engaging stakeholders</i> • <i>Learn how to identify deliverables and create a workflow</i> • <i>Learn a four-step process for successful project management</i> 	120 mins
	Managing customers and stake-holders – how to sell and influence	<ul style="list-style-type: none"> • <i>Understand the fundamental principles required for selling and influencing customers, whether internal or external</i> • <i>Learn how to use questioning and listening skills to identify customer needs</i> • <i>Recognise objections and how to overcome these</i> • <i>Learn the importance of setting and managing expectations</i> 	120 mins