

LEVEL 3 MANAGING A TEAM TO ACHIEVE RESULTS

FREE

The ability to manage teams, which can communicate effectively and overcome barriers to achievement, is a critical skill for any manager. High performing cohesive teams are created in an environment where there is a collective understanding of values, goals and objectives. This course has been developed to support managers in understanding the nature of teams in the workplace, and how these can be managed to achieve results.

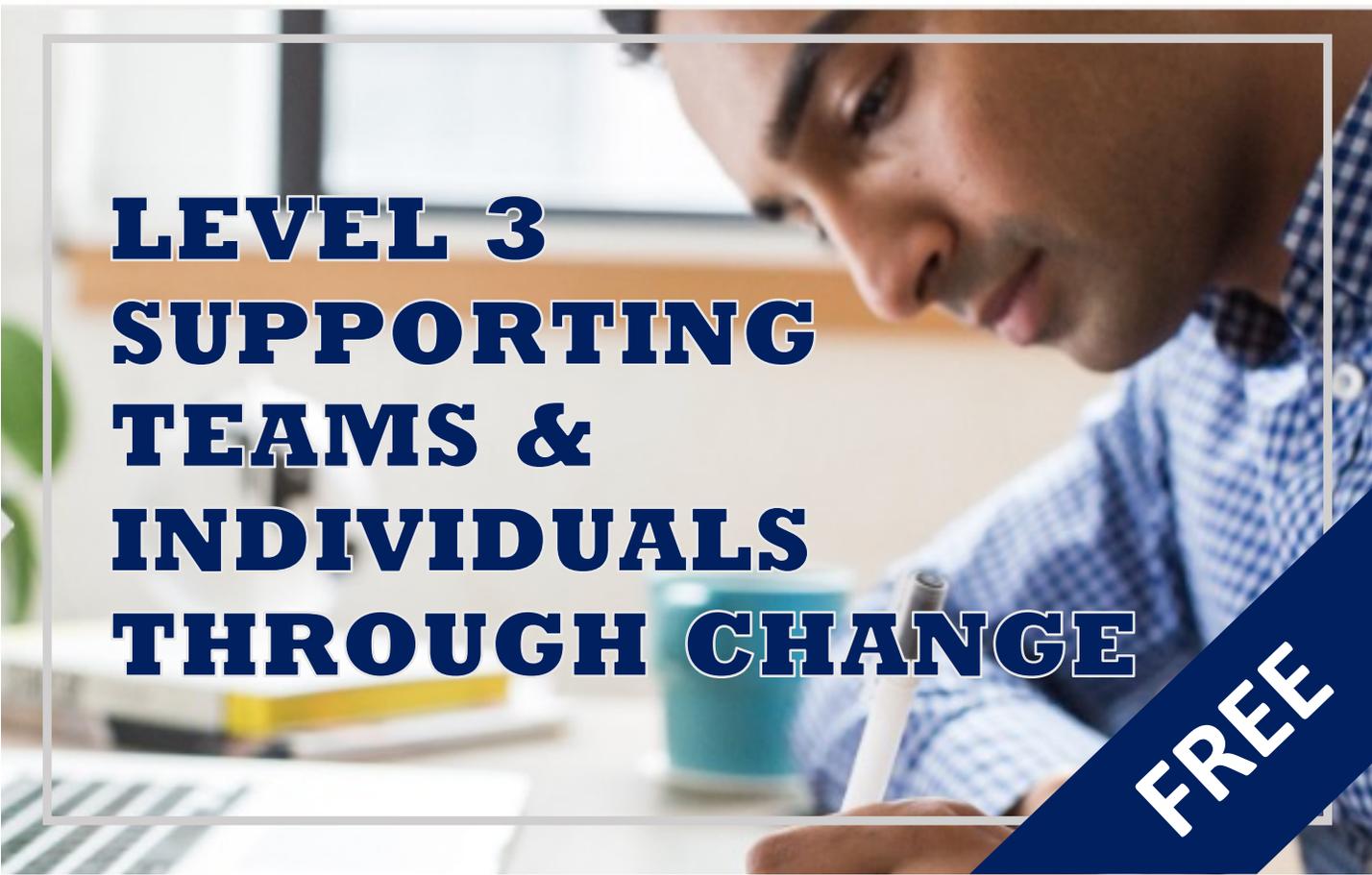
HOSPITALITY
PATHWAYS

For Employees

HOSPITALITY
PATHWAYS FOR
EMPLOYEES

Originally set up to address existing staff shortages, the Hospitality Pathways project aims to support the industry at a time when it is needed more than ever. The project works on multiple levels and there is no doubt that better trained and prepared staff (whether they be managers, chefs or administrative staff) are a bonus for any company.

For more information, please contact us: info@waes.ac.uk | www.waes.ac.uk | 020 8057 5127



LEVEL 3 SUPPORTING TEAMS & INDIVIDUALS THROUGH CHANGE

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Change is inevitable if an organisation is to maintain competitiveness and currency of practice. Managers are constantly asked to implement change to respond to commercial pressures, legal organisational requirements, efficiencies or improvements. Success often depends on the support given by managers to staff. The aim of this course is to enable managers to lead people positively through change. This is achieved by implementing plans which identify ways to make change successful and gaining the support and trust of individuals and teams.

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LEVEL 3 BUILDING STAKEHOLDER RELATIONSHIPS USING EFFECTIVE COMMUNICATION

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Developing relationships with internal and external stakeholders is an essential management skill. Stakeholders can have a positive or negative impact on the success of an organisation. The aim of this course is to equip managers to identify and understand stakeholder's needs, know the purpose and benefits of building relationships with different stakeholder groups, and the methods of communicating with them to achieve results.

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LEVEL 3 SUPPORTING THE DELIVERY OF CUSTOMER SERVICE

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Customers are key to the success of any business. It is essential to know how to deliver a great customer experience that meets and exceeds expectations all customers. This is regardless of whether they are a colleague, department within an organisation, or a member of the public purchasing a product or using a service. The aim of this course is to equip managers with an understanding of the parameters in which good customer service is delivered. It focuses on the end-to-end customer journey and encourages the manager to reflect on the customer service experience through the customer's eyes.

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