



Method's Effective Communication Skills for Better Customer Relations

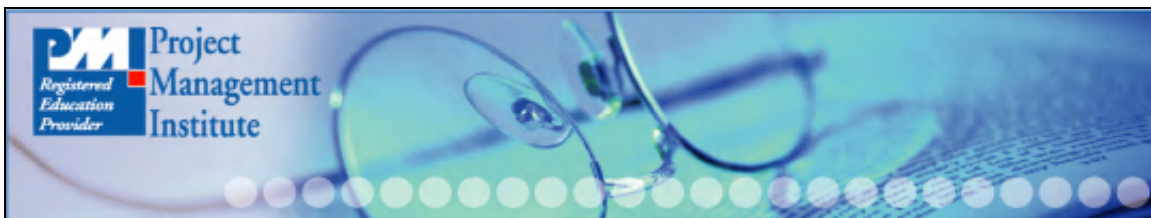
By:

Mohammad Amawi, PMP[®], PMOC[®]



Contents

1	Program Value	3
2	Target Audience	4
3	Program Description.....	5
5	Why Method.....	8
6	Fees & Logistics	9
7	Contact Info	10

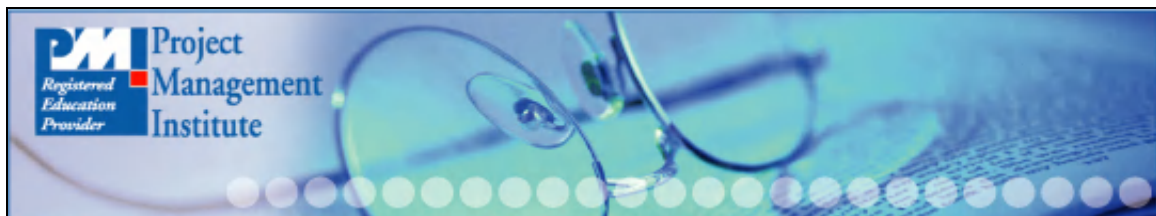




1 Program Value

This program is intended to provide the required knowledge and skills for communicating effectively with customers, building a partnership with them, dealing with difficult ones and dealing with customer's related conflicts.

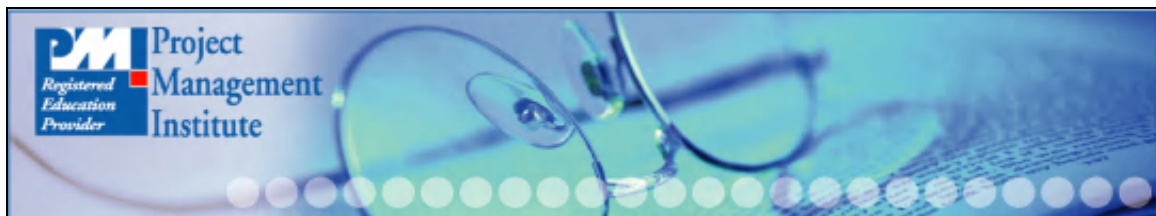
The program focuses on practical and applicable methodologies in communication and relation management skills and knowledge.





2 Target Audience

This program is designed for all employees and managers that are in direct contact with customers and who manage customer relations and expectations.





3 Program Description

3.1 Program Objective

The program is designed to build and increase the attendants' communication skills, and to teach them how to communicate better with customers, and handle their issues complaints and inquiries towards increasing customer satisfaction.

3.2 Program Contents

- Communication Skills - Introduction
- Making a Great First Impression
- Active Listening
- Empathic Listening
- Questioning Techniques
- Stakeholder Analysis
- Writing Effective Emails
- Win-Win Negotiation
- Hofstede's Cultural Dimensions
- How best to deal with angry and difficult customers
- How to Handle Customer Complaints
- How to Talk about your Competition
- Conflict Resolution
- Marketing through Customer Care

3.3 Material Provided:

- Training manual:
 - Power point slides
 - Case studies





- Exercises and quizzes
- Course completion certificate by Method as a Registered Education Provider of PMI®.





4 Program Leader

Mohammad Amawi, PMP[®], PMOC[®]

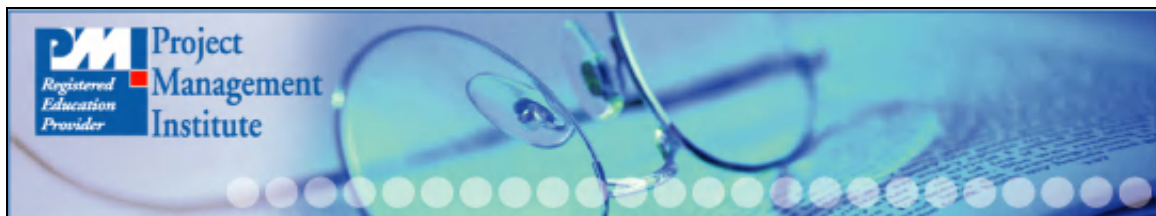
- **The Previous President of Project Management Institute - Jordan Chapter.** Mr. Amawi was the previous President of PMI's Jordan Chapter also he has participated with the chapter in implementing several initiatives that aim at raising the awareness about the value of project management as a discipline and a profession even before his presidency period.
- **A certified Project Management Professional (PMP[®])** with proven track record in managing technical assistance projects for public and private sectors, organizations aiming at improving their competitiveness and performance. Responsibilities included monitoring and managing the project's scope, schedule, cost and quality of deliverables as well as the project team.
- **A trainer in Project Management across several sectors** in Jordan and other countries in the region such as Sudan and Saudi Arabia.
- **Extensive experience in instituting change within government institutions** with the aim of enhancing the competitiveness of the private sector. **Experience in the areas of institutional development and capacity building** both in the public and private sectors, public sector reform, licensing streamlining, industrial operations and management as well as development projects management.
- **Project Manager for several USAID, DfID & EU funded projects.**





5 Why Method

- 1st Registered Education Provider of PMI® in Jordan.
- 1st Member of the Registered Consultant Program (RCP®) with PMI® in the Middle East and 4th in the World.
- 1st and the only Middle East Company that is fully focused on Project Management.
- 1st Global Registered Education Provider (REP®) in the Middle East to develop the Project Management Body of Knowledge (PMBOK®) in Arabic in the World.
- 1st to fully develop and offer Online Arabic PMP® Certification Training in the World.
- 1st to graduate PMPs® in Jordan.
- 1st to integrate Microsoft EPM with PMI's® customized processes in the World.
- 1st Providers of complete EPM system covering (People, Processes, and Tools) in the Middle East and among the pioneers in the World.





6 Fees & Logistics

6.1 Dates & Times

Method Effective Communication Skills for Better Customer Relations Program usually starts on a Sunday (on the dates mentioned below). The program will run over three consecutive days, Sunday to Tuesday, 4:00 to 8:00 PM, making a total of three sessions. Total program duration is 12 hours.

Upcoming Run: From Dec 11th to Dec 13th, 2011

6.2 Venue

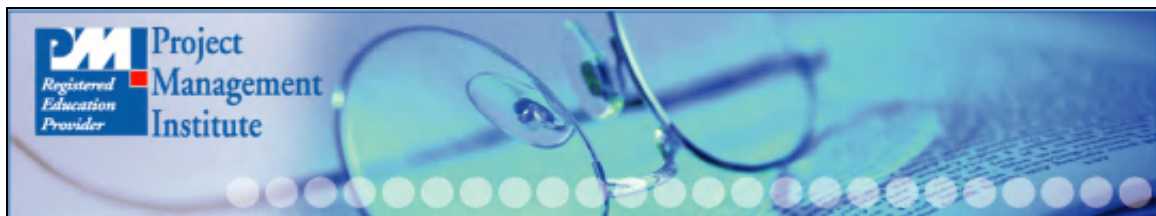
The training will be held at the brand new state of the art training facilities of **GURUS** Main, the professional service training firm at Abu Al Haj complex, 8th Floor. **GURUS** venues have an advantage over five stars hotel facilities in many ways. The most important is the fact that they are custom designed specifically for training purposes and for the comfort of training participants. Furthermore their design and setup promotes modern adult training themes such as active learning, group discussions, exercises, and interaction among participants and the facilitator. Also, **GURUS** provides a private setting for participants to interact and also network during breaks in comfortable and professional lounges, away from the hustle and bustle of a hotel venue.

6.3 Fees

Cost per participant is JD 320. Price includes training material and certificates by Method as a Registered Education Provider of PMI®.

6.4 Registration

Other details, terms and conditions can be found in the **Registration Form**.





7 Contact Info

Please call us for more details.

Hala Badaro

**Learning Team Leader
Method**

Office: 00962 6 515 3802 Ext. 220

Fax: 00962 6 516 5222

E-mail: training@methodcorp.com

Amani Al Himsi

**Marketing & Customer Care Officer
Method**

Office: 00962 6 515 3802 Ext. 250

Fax: 00962 6 516 5222

E-mail: ahimsi@methodcorp.com

