

What makes TACK TRAINING different?

- ◆ Well proven **participatory methodologies** designed to stimulate and motivate to ensure high impact learning.
- ◆ A practical style which guarantees **immediate application** of the learning on the job.
- ◆ Highly **experienced trainers** who are acknowledged experts in their own right.
- ◆ High quality reference materials for participants to keep and an **internationally recognised course certificate** which adds strength to trainees' CVs.
- ◆ An international standard of training delivered in a **locally relevant manner** by people who know the environment.
- ◆ A **regional reach** with the same high standard of delivery and impact wherever you need it.
- ◆ A **working partnership** between you and TACK so you can train who you want, when you want and how you want.
- ◆ Broad capability and very wide experience in **all aspects of human resource and business development** which means that we can provide support at every level to ensure the essential link between people and performance.

Leadership and management

Leadership in Senior Management 1 day
For busy senior executives

Effective Supervision and Management 3 days
Highly popular first level management training

Managing Human Resources 3 days
Understanding people and labour relations

Developing your Management Skills 3 days
Solid follow up to basic management training

Performance Appraisal 2 days
How to make appraisal work

The Manager as Coach 2 days
The skills of coaching and how to introduce it in the workplace

Introduction to Finance for Managers 3 days
The classic 'finance for non-financial managers' course

Project Management 3 days
How to bring in your projects on time and on budget

Strategic Management of Change 2 days
Understanding and leading organisational change

Personal effectiveness courses

Profitable Time Management 2 days
Personal productivity and effectiveness for all

Team Building 2 days
Exploring team effectiveness and interpersonal skills

Assertiveness 2 days
Build confidence and presence to gain effectiveness

Customer service

Caring for the Customer 2 days
How to deliver great customer service

Telephone Communication and Image Building 2 days
Coaching on use of the voice and the telephone

Selling skills

The PRO-PAYBACK Sales Course 3 days **NEW**
New version of TACK's most popular selling skills course

Solution Based Selling 3 days **NEW**
Research, proposal, presentation, negotiation

Key Account Development 3 days
For those responsible for winning and retaining big clients

Selling through Distributors 3 days
Managing products through a distribution network

Professional Telephone Selling 3 days
Achieving sales over the telephone

Negotiating Skills 3 days
The essential skills of winning the deal

Relationship Management 3 days
The skills of building business through client relations

Profitable Sales Management 3 days
The key skills for managing a sales force

Communication

Business Presentation Skills 3 days
How to give great speeches and presentations

Business Writing 2 days
Techniques for achieving clarity, speed and image

Effective Communication 3 days
Introduction to organisational communication of all sorts

Training the Trainer 3 days
For managers and training professionals

Newly introduced topics

Mentoring Skills

Facilitation Skills

Cultural Diversity Programme

Giving and Receiving Feedback

Security for Non-Security Managers

Download the full catalogue from <http://training.tackafrica.com>