

TRAINING FOR TECHNICIANS, CUSTOMER SERVICE EXECUTIVES, SUPERVISORS & MANAGERS IN THE TELECOMS INDUSTRY.

TECHNICAL TRAINING

- End to End Principles of Telecommunications
- Overview of Mobile Technologies
- Engineering Principles of ADSL
- An Appreciation of Fibre to The Home (FTTH) GPON
- Internet of Everything Concepts
- Cyber Risk and Cyber Defence
- Submarine Cable Systems with IPLC and IP Transit Services

CUSTOMER SERVICE TRAINING

- Customer Service Excellence - The Fundamentals
- Managing Customer Expectations in A Connected World
- Customer Retention
- Changing World of Customer Communications Excellence
- Proactive Customer Differentiation
- Managing Problem Customers
- Developing Your World Class Customer Service Teams

SUPERVISORY AND MANAGEMENT TRAINING

- Essential Supervisory and Leadership Skills
- Getting Results from Your Team
- Managing Change
- Problem Solving, Thinking and Decision Making
- Building Creativity into Management Thinking
- People Management Skills for Supervisors and First Line Managers
- Advanced Business Communications



TECHNICAL TRAINING



END TO END PRINCIPLES OF TELECOMMUNICATIONS

The birth, growth, transformation & future of Telecommunications is a fascinating topic.

Since Alexander Graham Bell's amazing telephony breakthrough in 1877, our world has been transformed by a series of engineering triumphs which has enhanced personal, business and society wellbeing on planet earth.

In the last 40 years or so, the evolution and growth of the mobile phone plus the creation and launch of the Internet have been the two latest industry phenomena to fascinate.

This three (3) day course provides attendees with an end-to-end appreciation of the key engineering building blocks of our Telecommunications networks and systems and how they have evolved and improved to keep pace with the increasing and wider ranging demands of consumers and enterprises alike.

It explores the complexities of today's Telecommunications systems and services, before taking a glimpse at the future direction of the industry and what we should expect of the forthcoming landscape, including the next remarkable episode in the History of Telecommunications – The Internet of Everything.

OVERVIEW OF MOBILE TECHNOLOGIES

This two (2) day overview course is designed to give attendees an insight into the phenomenal evolution and growth of the Mobile Phone industry over the last 40 years or so.

Motorola launched the first Mobile Phone in 1973 and today there are 7.4bn Mobile subscriptions in the world – more than the world's population.

This amazing growth is set to continue with *Statista* forecasting a figure of almost 9bn by the year 2020.

Overview of Mobile Technologies is an informative and well-structured course which examines each of the 2G, 3G and 4G Technologies in turn before considering how Mobile Networks, Systems and Terminals are evolving and changing once more.

Finally, it considers the key role that 5G Technology will play in the next global phenomenon – the 'Internet of Things' leading to the realization of the 'Hyper-Connected Society'.



ENGINEERING PRINCIPLES OF ADSL



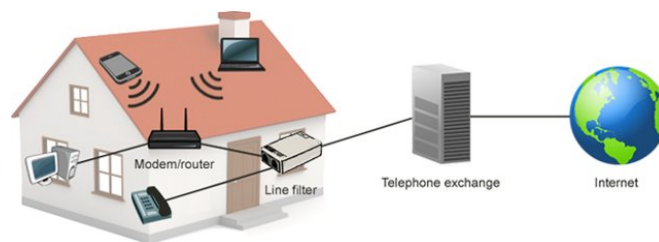
58% of today's fixed Broadband connections are effected using Digital Subscriber Line (DSL) technology and it still has a major part to play in the expansion of the Internet (not least in developing Internet countries).

DSL connections utilize the expansive copper access network allowing operators to offer a quick and inexpensive method of fixed connection to the Internet.

Of all the DSL variants, ADSL is by far the most commonly installed option for residential and SME connections around the globe

This informative two (2) day classroom training event is designed to give attendees an end-to-end perspective of how ADSL technology works and considers its capabilities and limitations.

Finally, attendees are given a glimpse of the future as trends and forecasts of ADSL and other Access technologies are considered.



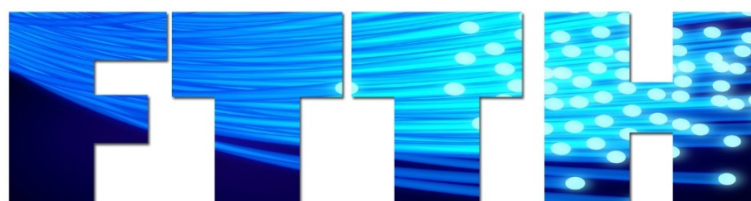
AN OVERVIEW OF FIBRE TO THE HOME (FTTH) GPON

This an instructor-led two (2) day classroom training course, which gives attendees an insight into Next Generation Access Network (NGAN) Technologies – in particular, FTTH GPON.

Having reviewed traditional fixed access broadband options (e.g. DSL, Cable, Power Line and Satellite) and their performance limitations, the course investigates the key drivers that are resulting in huge investment by Operators to build Fiber Optic technology in the 'local loop'.

The fascinating concepts of Fiber optical digital-light transmission are explained and the phenomenal growth of the Internet is discussed.

Finally, attendees are presented with the core elements of FTTH GPON design, architecture and operational challenges before researching what new and futuristic services the Internet will deliver over FTTX / FTTH connections.



INTERNET OF EVERYTHING CONCEPTS

The Internet has already revolutionized the computer and telecommunications world like nothing before.

The invention of the telegraph, telephone, radio and computer set the stage for this unprecedented integration of capabilities and today we possess a world-wide broadcasting capability, a mechanism for information dissemination and a medium for collaboration and interaction between individuals and their computing devices without regard for geographical location.

The 'Internet of Everything' is the concept that describes how future internet connections will NOT be restricted to these computing devices.

We are already starting to witness the impact of the creation of a 'connected world' – whereby people, animals and objects are connected to the internet. The rapid growth of wearables, connected home appliances, medical and fitness monitoring are some early examples of this phenomenon.

This two (2) day overview Course gives attendees an insight into this changing world and how this disruptive technology is set to harness intelligence, drive business efficiencies, improve safety and operations and deliver unprecedented levels of customer satisfaction.

CYBER RISK AND CYBER DEFENCE

The course is designed to give experienced telecoms and computer network professionals additional specialist cybersecurity skills, allowing them to focus on how end to end network protection is optimised. For executives without a background in networking, who are tasked with protecting their company against cyber-attacks, the course provides an appreciation of network vulnerabilities used by hackers, and the techniques used to thwart them.

Internet users will gain valuable insights on how to keep themselves protected and to prevent exposure to vulnerable network.

Features include: Describe the strengths and weaknesses of defence mechanisms which are deployed by end users, network administrators, and network operators to overcome security threats.

Appreciate the evolution of the technology involved in cybersecurity, including concepts such as encryption, firewalls, layering, redundancy, identity and authentication. Appreciate the increasing importance of cybersecurity in internet based products, particularly arising from the growth in cloud computing. Develop a war gaming approach to testing the security of networks



SUBMARINE CABLE SYSTEMS WITH IPLC AND IP TRANSIT SERVICES

The course has been designed to bridge the knowledge gaps that may exist in Telecommunications professionals working on systems and interfaces such as SDH, Gigabit Ethernet, ODN etc. and non-Telecommunications professionals (e.g. Finance experts, Product costing and Product development professionals) working in related industries.

It will also be beneficial for Marketing professionals who wish to understand both the Technical and Commercial aspects of submarine cables and their products, along with traffic and costing trends globally and regionally.



CUSTOMER SERVICE TRAINING

CUSTOMER SERVICE EXCELLENCE – THE FUNDAMENTALS

This is a 2-day instructor-led training event involving presentations, interactive sessions, quizzes, multi-media clips, practical workshops and case Scenarios.

The course is designed to give participants an opportunity to develop their understanding of the fundamentals of Customer Service excellence – and can be applied to – or customized for - any industry, as required.

There are practical aspects to the training – including workshops which allow participants to trial their new Customer Service theories - but in the safety of the classroom environment.

The course then considers the impact the Internet has been having on Customer Service and looks at the opportunities presented by the 'Internet of Everything'.

Features include: Appreciate the fundamental principles of Customer Service

Understand the reasons why Customer Service has been sub-standard in the past



Recognize the factors which are driving Customer Service Excellence in today's forward-thinking Organizations. Realize the impact of the Internet on Customer Service

MANAGING CUSTOMER EXPECTATIONS IN A CONNECTED WORLD

This is a 2-day instructor-led classroom training event which involves presentations, quizzes, interactive sessions, embedded multi-media clips, practical workshops plus Case Studies.

The course is designed to give participants an opportunity to develop and improve their understanding of the principles of customer service excellence – especially as it applies to the evolving Telecoms Industry.

There are practical aspects to the training – including 4 workshops which allow participants to trial their new learning but in the safety of the classroom environment.



The course then considers the future – both in terms of the evolving Telecommunications landscape as well as expected future developments in Customer Service itself.

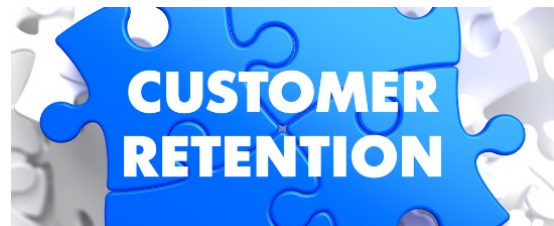
Features include: Understand the meaning of exceptional customer service and how the expectations of better-informed customers are changing. Appreciate the rapidly evolving telecoms landscape and how customer service is about to be a key differentiator in the near future.

CUSTOMER RETENTION

This course builds on the principles delivered in the 'Customer Service Excellence – The Fundamentals' course and focuses on the need to manage and retain customers in an ever evolving world of competition and technology changes.

The course identifies why we need to empathise and fully understand the modern day customer and also understand the underlying causes why customers leave for a competitor.

There are opportunities to learn techniques in how to better manage customers and utilise skills to enhance customer satisfaction which ultimately results in improved customer retention.



The course is one of a number of 'mix and match' one-day training events which can be attended separately or in the grouping of your choice.

Features include: What is 'Customer Retention' and why do we need it? Customer Retention model, Customer segments and focus, why customers leave, customer satisfaction, customer experience, customer loyalty ladder, the WOW factor, MY customer, how Sloppy service can become 'viral', Service Level Agreements, measuring customer satisfaction, customer retention and the internet, brilliant customer service.

CHANGING WORLD OF CUSTOMER COMMUNICATIONS EXCELLENCE

This course builds on the principles delivered in the 'Customer Service Excellence – The Fundamentals' course and focuses on the need to deliver communications excellence with all customer segments within your business.

It identifies and explains the communications journey into today's interactive world and the technology drivers behind the change.

Participants will have the opportunity to learn and practice new skills in a supportive environment which can then be applied to enhance both customer satisfaction and ultimately customer retention.



Features include: What is customer communication? customer communications model, communication styles, managing customer touch points, the customer communications journey, customer communications – how not to do it, drivers for change, The Internet of Everything.

PROACTIVE CUSTOMER DIFFERENTIATION

This course builds on the principles delivered in the 'Customer Service Excellence – The Fundamentals' course and focuses on the need to proactively differentiate within all customer segments of your business.

It explains the different customer types, their differing needs and the benefits of being able to treat each segment in an appropriate manner.

Participants will benefit from being able to identify the range of customer segments then apply the appropriate tools & techniques to achieve both business and customer objectives.

The course is one of a number of 'mix and match' one-day training events which can be attended separately or in the grouping of your choice.

Features include: What is a Customer? Customer types, customer needs and expectations, the benefits of knowing your customers, toolkit for managing your customer segments, time management tools and techniques, Customer Relationship Management (CRM).



MANAGING PROBLEM CUSTOMERS

This course builds on the principles delivered in the 'Customer Service Excellence – The Fundamentals' course and provides specific tools and techniques for identifying and dealing with problem customers.

It will show that by accepting and embracing these customers in a courteous and professional manner that business outcomes can be achieved to the satisfaction of both parties.

Participants will be able to develop and practice the skills to support any business change required to manage this customer type.

The course is one of a number of 'mix and match' one-day training events which can be attended separately or in the grouping of your choice.

Features include: Why do customers become Problem Customers? Specialised people skills and teams, customer retention and churn, managing problem customers, managing personal stress, proactive identification and management, the Internet and customer expectations, the empathetic approach.



DEVELOPING YOUR WORLD CLASS CUSTOMER SERVICE TEAMS

This course builds on the principles delivered in the 'Customer Service Excellence – The Fundamentals' course and focuses on World Class Customer Service – in particular the characteristics of a World Class Team.

It explains the requirements, skills, behaviours and competences required to build a world class CS team. Team members, supervisors and managers are covered as specific groups.

Participants will be able to understand, develop and implement appropriate skill sets as part of the development process.

The course is one of a number of 'mix and match' one-day training events which can be attended separately or in the grouping of your choice.

Features include: Customer Service reality, expectations & excellence, role of a world class team member, how to create & develop a world class team, talent management life-cycle, supervisory skill sets, developing environment for success, measurement suite options.



SUPERVISORY AND MANAGEMENT TRAINING

ESSENTIAL SUPERVISORY AND LEADERSHIP SKILLS

This 2-day course provides essential team leadership skills to those who are new to playing the role of a Team Leader or Supervisor or in line to be one.

Leadership is often difficult for team members who have just stepped into the role, so this programme aims to develop and improve leadership skills in order to enhance effectiveness within the team and organisation.

How to build a cohesive results-oriented team from a group of diverse individual members.

Motivational techniques that inspire team members to want to perform at their peak

Features include: Understand the 'tool-box' of skills you require to be a successful Team Leader / Supervisor. Put these new skills into practice – to the benefit of you, your team and your organization.



GETTING RESULTS FROM YOUR TEAM

What do the great teams do that the others fail to do? How do team leaders build their teams to be self-reliant, motivated and productive?

This highly-interactive 3-day course will demonstrate how to lead your team to achieve more than either you or your team members thought possible.



It will teach you the skills and techniques to enable you to feel more in control of your team. You will also apply techniques that help team members release their talents, energy & potential.

The course will examine the latest ways to motivate and manage teams for improved productivity and morale and help you become the kind of team leader that others in the organisation aspire to be.

Features include: Understand the pros and cons of your team leadership style; break through self-limiting beliefs about personal and team achievement; harness the power of role modelling in improving your team's output; develop team identity, behaviour and culture to make sure they become self-driven; deploy the lessons of motivational theory and learn from case studies of high performing and self-organising teams.

MANAGING CHANGE

Why do so many change initiatives create employee disengagement, disillusion and recriminations?

This 3-day course will use a structured approach to help you understand the nature of individual and organisational change. It will centre on your role as a leader of change – what interventions to make at what stage to optimise the chances that the changes will be understood and acted upon.

Features include: Understand how you personally deal with change and what that means for how you manage it; learn a range of models to explain and predict reactions to change; take the lessons from case studies of organisational change success and failure; recognise the tell-tale warning signs of failure and how to deal with them; build personal resilience as a leader of change.



PROBLEM SOLVING, THINKING AND DECISION MAKING

Why do some problems seem so insoluble? Why do some people get “stuck” in the way they think about issues?

This 5-day course will help you understand how to think clearly and creatively, solve problems and make decisions for yourself and foster it in others.



It will show you how to develop these skills in your organisation and give you the confidence to be bold and exciting in the way you supportively challenge unproductive ways of approaching problems and lengthy decision making processes. Finally, you will become better equipped to manage your workload and day to day challenges by applying these concepts and skills.

Features include: Findings from neuroscience on how your brain thinks, creates, thinks and decides; how people think in different ways and how to use the diversity of thinking in a team; ways to overcome weaknesses in your current thinking; develop deep listening and questioning skills to get to the roots of a problem; apply a range of models and techniques to analyse complex situations; characterise client and customer needs through their way of thinking and formulate creative solutions based on “pain” resolution.

BUILDING CREATIVITY INTO MANAGEMENT THINKING

This 2-day course will develop the skills of creative thinking in yourself and how to apply it in how you manage others. It will bring fresh approaches to the ways you deal with issues and opportunities. The course will equip you with tools and techniques of thinking and creativity and these will be complemented by clear decision-making tools and processes.

Finally, you will become better equipped to manage your workload by applying creative thinking to it and positively embrace the challenge of change.

Features include: learn the lessons of successful companies that introduced radical ideas to disrupt the market; discover how your brain creates ideas and how to access the parts that are more creative; overcome weaknesses in your current ways of thinking and creating; apply models to give you a conscious framework for thinking; deploy specific creativity techniques to help you develop breakthrough thinking; set up systems for creative thinking in your organisation.



PEOPLE MANAGEMENT SKILLS FOR SUPERVISORS AND FIRST LINE MANAGERS

Do you worry about making the transition from an operational role to a supervisory or first-line management one? Do you fear that you currently just don't possess the skills and presence to command the respect of a team?

This 4-day course will help you understand and practice the behavioural skills to supervise and manage people and their performance. It will help you to make an early impact or to rebuild your reputation and command respect and loyalty if you are finding team supervision and management difficult.

It will equip you with techniques of performance standard and objective setting as a foundation. It will then train you in a method of management that helps you decide the levels of intervention needed to get your people performing to their optimum. You will learn how to deal assertively with conflict to turn around performance. At the same time, you will learn how to actively praise people to take their performance to higher levels and develop them as people.

Features include: Assert yourself as a manager or supervisor; positively affect the performance of your people; deploy techniques of performance that actually work – outcomes-based objective setting, powerful feedback techniques and balanced appraisal; communicate with clarity; deal more comfortably with the challenging employees – under-performers and “over-performers”; manage your own time, activity and emotional levels.



ADVANCED BUSINESS COMMUNICATION

This course is for people who need to communicate more effectively at work – both in writing and verbally. The 3-day event sets out best practice in written and spoken business English and will provide tools and techniques for further improvement.



Features include: Write coherent and cohesive business communications including how to communicate with the audience in mind, build a clear structure, avoid typical grammar,



spelling and punctuation traps, develop crisp summaries and influential recommendations; express yourself clearly in

presentations by building your credibility, gain audience attention through structure, arresting visuals and a compelling call to action; persuade and influence others by rapport building techniques, deep listening and questioning skills.