

HRODC Postgraduate Training Institute

A Postgraduate-Only Institution

099

Time Management and Client or Customer Care Course or Seminar

Leading To:

**DIPLOMA – POSTGRADUATE IN
Time Management and Client
or Customer Care *(Double Credit)***

Accumulating to

POSTGRADUATE DIPLOMA

Progressing To A Masters Degree –

MBA – MSc - MA

Course Coordinator:

Prof. Dr. R. B. Crawford – Director of HRODC Ltd. and Director of HRODC Postgraduate Training Institute, A Postgraduate-Only Institution. He has the following Qualifications and Affiliations:

- Doctor of Philosophy {(PhD) (University of London)};
- MEd. Management (University of Bath);
- Advanced Dip. Science Teacher Ed. (University of Bristol);
- Postgraduate Certificate in Information Systems (University of West London, formerly Thames Valley University);
- Diploma in Doctoral Research Supervision, (University of Wolverhampton);
- Teaching Certificate;
- Fellow of the Institute of Management Specialists;
- Human Resources Specialist, of the Institute of Management Specialists;
- Member of Academy of Management (MAoM), within the following Management Disciplines:
 - Human Resources;
 - Organization and Management Theory;
 - Organization Development and Change;
 - Research Methods;
 - Conflict Management;
 - Organizational Behavior;
 - Management Consulting;
 - Gender & Diversity in Organizations; and
 - Critical Management Studies.
- Member of the Asian Academy of Management (MAAM);
- Member of the International Society of Gesture Studies (MISGS);
- Member of the Standing Council for Organisational Symbolism (MSCOS);
- Life Member of Malaysian Institute of Human Resource Management (LMIHRM);
- Member of ResearchGate Community;
- Member of Convocation, University of London;
- Professor HRODC Postgraduate Training Institute.

Prof. Crawford was an Academic at:

- University of London (UK);

- London South Bank University (UK);
- University of Greenwich (UK); and
- University of Wolverhampton (UK).

For Whom This Course is Designed **This Course is Designed For:**

- Managers;
- Supervisors;
- Senior Professionals;
- Management Staffs;
- Team members who need more effective time management skills;
- Employees;
- Customer Service Staff;
- Customer Service Representatives;
- Business owners to help them take accurate and timely decision;
- Sales Professionals;
- Sales and Customer Service Supervisors and Managers;
- Reception Administrators;
- Front Line Workers;
- Business owners;
- Entrepreneurs;
- Anybody who comes in contact with customers;
- Anybody who wants to learn about essential time management tools and techniques.

Duration: 10 Days

Cost:£10,000.00Per Delegate

Please Note:

- V.A.T. (Government Tax) does not apply to Corporate Sponsored Individuals, taking Programmes or Courses in any location - within or outside the UK.
- It applies only to Individuals and Corporations based in the UK and to Non-UK Individual Residents taking courses in the UK.

Cost includes:

- Free Continuous snacks throughout the Event Days;
- Free Hot Lunch on Event Days;
- Free City Tour;
- Free Stationery;
- Free On-site Internet Access;
- Diploma – Postgraduate –in **Time Management and Client or Customer Care (Double Credit)**; or
- Certificate of Attendance and Participation – if unsuccessful on resit.

HRODC Postgraduate Training Institute's Complimentary Products include:

1. HRODC Postgraduate Training Institute's **Leather Conference Folder**;
2. HRODC Postgraduate Training Institute's **Leather Conference Ring Binder/ Writing Pad**;
3. HRODC Postgraduate Training Institute's **Key Ring/ Chain**;
4. HRODC Postgraduate Training Institute's **Leather Conference (Computer – Phone) Bag** – Black or Brown;
5. HRODC Postgraduate Training Institute's **8GB USB Flash Memory Drive**, with Course Material;
6. HRODC Postgraduate Training Institute's **Metal Pen**;
7. HRODC Postgraduate Training Institute's **Polo Shirt**.

****Please see product images, as a separate file - Complimentary Products For Students and Delegates, from HRODC Postgraduate Training Institute.****

Daily Schedule: 9:30 to 4:30 pm.

Location: **Central London and International Locations**

**Time Management and Client or Customer Care
Leading to Diploma-Postgraduate in Time Management and Client or
Customer Care (Double Credit)**

**Module 1
Time Management**

Course Objectives

By the conclusion of the specified learning and development activities, delegates will be able to:

- Determine how efficient time management increases work effectiveness and productivity;
- Develop a personal approach in using your time in the most productive way
- Implement techniques for minimising disruptions;
- Understand the underlying principles of “time” in an organisational wide context;
- Appreciate the importance of time management;
- Know the difference between being “busy” and “productive”;
- Identify time wasters and adopt strategies for eliminating them;
- Make use of the different time management tools to increase their work effectiveness and productivity;
- Develop ways to maximise their personal effectiveness;
- Understand the difference between important and urgent activities/works;
- Learn how to diffuse the impact of others;
- Adopt appropriate strategies for dealing with interruptions;
- Learn how to handle interruptions constructively;
- Learn how assert themselves politely and calmly;
- Know how to refuse unreasonable requests in the proper manner;
- Specify and explain the four D’s in time management;
- Use effective delegation techniques at the workplace;
- Decide which items can be delegated;
- Adopt effective delegation techniques;
- Know how to properly delegate task;
- Relate the concept of Maslow’s Hierarchy of Needs with effective time management;

Course Contents, Concepts and Issues

M1. Part 1: Time Management

- Time Management Defined;
- Time in an Organisational Wide Context: Acting in Time;
- The Cost of Time;

M1.Part 2: Contextualising Time Management

- The Four D's of Time Management:
- Managing Multiple Task and Deadlines;
- Combating Work Related Stress;
- Balancing Personal and Professional Life;
- Avoiding Time Crunches;

M1.Part 3: Setting Goals/Objectives, Planning and Getting Organised

- Setting Goals and Objectives:
- Planning:
- Getting Organised:

M1. Part 4: Scheduling, Prioritising and Time Management Application

- Scheduling:
- Prioritising:
- Time Management and Manager:

M1. Part 5: Achieving Effective Time Management through Proper Meeting Management

- Meeting Management:
- Trading Game Scenario.

Module 2

Client or Customer Care

Course Objectives

By the conclusion of the specified learning and development activities, delegates will be able to:

- Demonstrate an understanding of value of front-line staff to organisational effectiveness;
- Exhibit competence in fundamental aspects of customer/ client service - incorporating sensitivity to clients' needs;
- Exhibit a 'functional' level of interpersonal relationship;
- Communicate effectively with clients, colleagues, juniors and managers;
- Demonstrate an understanding of the legal framework of client service;
- Recall fundamental elements of the '*Sale of Goods Act 1979*';
- Recall the obligations of the retailer/ service provider under the '*Sale of Goods Act 1979*';
- Recall the obligation of the producer of goods and service, under the '*Sale of Goods Act 1979*';
- Demonstrate their ability to remain calm and courteous during unpleasant situations such as an encounter with an irate client;
- Exhibit an understanding of the functioning of a 'client-driven organisation';
- Exhibit an awareness of the high standard of service, which each client anticipates;
- Demonstrate their ability to initiate improvements in client service;
- Assist clients in solving their problems relating to products and service;
- Illustrate their ability to manage internal and external customer/client care environments;
- Demonstrate their expertise in leading a customer/client care team;
- An understanding of the fundamentals of leadership and management;
- Exhibit leadership in dealing with 'the irate customer/ client';
- Provide examples of the legal application of 'Fitness For Purpose';
- Demonstrate their ability to contribute to the maintenance of customer/ client loyalty;
- Illustrate their understanding of the need to Empower Front-line Staff to Redress 'Dissatisfactory Client/ Customer Situations';

Course Contents, Concepts and Issues

- Who is a 'front-line staff'?
- Who has customer/ client-relation and customer/ client-relation responsibility?
- Value of front-line staff to organisational effectiveness;
- Features of a Client-Driven Organisation;
- Internal & External Factors Influencing Client Behaviour;
- Client Motivation;
- Responsibility of the service provider/ goods retailer, and manufacturer under The Supply of Goods and Services Act 1982;
- How Can We Assure Clients That They Are Getting a Good Deal?;
- Working Towards Clients' Continued Accessing of Service;
- The 'Sale of Goods Act';
- Legal Interpretation of 'Fitness For Purpose';
- Sensitisation & Client Needs: Role Transposition;
- What To Know About Your Clients;
- Maintaining a Generalised Client Information System;
- Dealing With Sensitive Situations: Confidentiality VS Disclosure;
- Dealing With an Irate Client: Understanding Clients' Frustration;
- Improving Worker-Client Relation;
- Dealing with 'the irate customer/ client';
- Communication: Perfecting 'The Approach' & Offering Assistance;
- Contributing to the maintenance of customer/ client loyalty;
- Empowering Front-line Staff to Redress 'Dissatisfactory Client/ Customer Situations';
- Seeking help and advice from colleagues and managers, when faced with difficult situations;
- Dealing with conflict between client/ customer and front-line staff;
- The responsibility of service provider/ goods retailer under *The Sale and Supply of Goods to Consumers Regulations 2002*;
- Client Service: The Legal Environment;
- Obligations of the Retailer/ Service Provider under the 'Sale of Goods Act 1979';

- The Responsibility of Service Provider/ Goods Retailer under *the Sale and Supply of Goods to Consumers Regulations 2002*;
- The *Unfair Terms in Consumer Contract Regulations 1999*;
- What Constitutes a 'Non-Binding' Contract, Under the *Unfair Terms in Consumer Contracts Regulations 1999*;
- The Role of the Office of Fair Trading (OFT) In Dealing with Consumers' Complaints under *the Unfair Terms in Consumer Contracts Regulations 1999*;
- The Powers of the Office of Fair Trading, Under the *Unfair Terms in Consumer Contract Regulations 1999s*;
- The Role of Trading Standards in Dealing with Consumer Complaints.

Service Contract, incorporating Terms and Conditions

Click, or copy and paste the URL, below, into your Web Browser, to view our Service Contract, incorporating Terms and Conditions.

https://www.hrodc.com/Service_Contract_Terms_and_Conditions_Service_Details_Delivery_Point_Period_Cancellations_Extinuating_Circumstances_Payment_Protocol_Location.htm

The submission of our application form or otherwise registration by of the submission of a course booking form or e-mail booking request is an attestation of the candidate's subscription to our Policy Terms and Conditions, which are legally binding.

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