



(Corporate Training & Management Consultancy Services)

Email: talkwithaim@gmail.com

www.aimtc.co.in

Office. – 0141-2349328

“TO BECOME A UNIQUE SERVICE PROVIDER OF ALL KINDS OF *TRAINING & CONSULTANCY* NEEDS”

We are pleased to invite Company outlets, Hospitals, Hotels, BPO, KPO, Insurance sector and Banks to improve their customer’s satisfaction profile.

**First impression makes long lasting impact on customer,
No organization gets second chance for first impression**

AIM feels it is true in every segment of our life

If you are agree with this statement than the whole content is for you

- The growth of any business depends upon the relationship with your clients
- The relationship with clients depends upon, how you influence your clients?
- To influence , you must be well behaved with clients
- To behave in influencing manner , you must be proficient in soft skills

Soft skills and influencing behaviour means the rightly framed words in proper language, body language, dress up, etiquettes, accent, tone and gesture etc.

As we know the degree of softness in language, communication and behaviour may bring the strength in relationship and bonding with clients.

Thus, we are perfect partner for yours business and service excellence through developing front line staff for competitive market and emerging challenges.

PSYCHOLOGICAL FACT:

Everyone has natural talent, capacity and capability to influence and lead a result-Oriented life, but it is blocked by interfering factors like- false belief, lack of information, lack of skills, negative attitude, self-imposed limitations, conflicts and fear.

NEED OF TRAINING PROGRAMME:

The training programme takes the individual through a series of logical thinking-planning, steps for how to develop self to enable to utilize their untapped potential for achieving personal and organizational excellence in day-to-day life.

ABOUT US:

AIM is a training and management consultancy provider focused at nurturing & Caring HR and improving Process and systems through training and Management Consultancy intervention to synchronize the organization with global business dynamics

A FACT:

- Some of the managers, employees , despite being excellent at their work , are lag behind due to lack of soft skills

MISSION OF PROGRAMME:

- To develop strong relationship with existing and potential clients for business and service excellence.

OBJECTIVE OF PROGRAMME:

- To prepare the front line managers, supervisors, staff and supporting staff for developing long lasting relationship with existing and potential clients for business excellence

TRAINING MODULES:

- **Self - Confidence**
 - **Communication skill**
 - **Body language and Gesture**
 - **Interpersonal relationship**
 - **Professional etiquettes**
 - **Social etiquettes**
 - **Dressing sense**
 - **Time Management**
 - **Taming anger and stress**
 - **Language development (English)**
 - **Self-branding**
- You can choose capsule or comprehensive programme.
 - We customise the programmes as per the need of organization

PAYOFF OF PROGRAMMES:

- Upon completion of programme human resource will be enabled to connect clients for business excellence

WHO SHOULD ATTEND PROGRAMME?

- Front line managers, supervisors, staff and supporting staff who are passionate to polish their personality for higher effective results or payoffs.

APPROACH OF PROGRAMME:

- ***Business Excellence through Customers Relationship***

METHODOLOGY:

- Pre—Post Assessment
- Power Point Presentation
- Real life experience Sharing
- Story telling
- Debate
- Interaction
- Role playing
- Training Games (in- outdoor)
- Inspirational Videos
- Sensitization

Your kind inputs, queries and suggestions are cordially invited.

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