



## **Introduction to the Workplace**

### **Course Description**

Making the transition from studying to working in an office environment is not always an easy one for new employees. In this brief introduction to the world of work we give delegates a toolkit of tips and techniques to help them adapt quickly and make an active contribution and learn quickly.

### **Target Audience**

Employees who have recently commenced working for the first time in the insurance sector following study either at school or in Further Education including graduate trainees.

### **Course Objectives**

By the end of the workshop delegates will be able to:

- Describe how businesses make money and the threats and risks which can drive them off course
- Explain the importance of ethics and behaviour in a corporate environment
- Describe the key aspects of successful customer relationship management
- Identify the principal components of organisational culture and how your organisation works formally and informally
- Develop useful internal and external networks
- Answer the phone and deal with customers questions appropriately and effectively (taking appropriate notes)
- Identify methods or improving their organisation and time management skills at work
- Write appropriately structured emails and letters
- Outline the principal rules for participating in and running successful meetings
- Learn and apply seven strategies for successfully influencing others at work
- Create their own learning log to help them learn quickly and more effectively on the job

### **Course Format**

Course will be presented via a series of interactive case studies and useful tools and checklists will be provided to the delegates.

## Course Content

- How business make profits – risks and rewards
- Corporate ethics and behaviour
- Organisational and business culture
- Customer relationships
- Methods Of Business Communication
  - Email
  - Letters
  - Reports
  - Presentations
  - Text
  - Telephone Conversations
- Networking
- Meetings “Dos and Don’ts”
- Time Management & Self Organisation Techniques
- Introduction to Communication and Influencing Skills
- How to learn quickly
- Learning opportunities
- Learning styles
- Learning logs

## Trainer **Donna Shoesmith** MInstLM & CiTP Accredited

Donna is an accomplished training and business consultant, with a passion for developing people and businesses. Professional and highly motivated with excellent communication and interpersonal skills, she ensures effective and professional relationships are built with all levels of staff. She is committed to providing highly effective training and development supported by personal, and dedicated, delegate support. She is accredited by the Institute of Leadership and Management to deliver training for and assess candidates of nationally accredited management qualifications.

**Duration** 1 day

**Date** 31<sup>st</sup> August 2010

**Time** 9.30 am – 4.30 pm

**Venue** IMC Training Rooms, 16 St Clare Street, London EC3N 1LQ

**Fee** £225.00 +VAT (including refreshments and buffet lunch)

**Bookings** To reserve a place on this course please contact Tony Gregory  
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