

# Application Form

(Please complete all sections in block capitals and return with deposit €100)

## Block Capitals

Name \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Tel. No. \_\_\_\_\_

Mobile No. \_\_\_\_\_

E-mail: \_\_\_\_\_

: \_\_\_\_\_

Signed : \_\_\_\_\_

Date : \_\_\_\_\_

Please forward completed enquiry form together with deposit to:-

**Neil Dawn Associates,  
Belleek Avenue,  
Ballina,  
County Mayo**

## Contact Details

Catherine Mattimoe 086 8113426  
Or  
Anne Bain 086-3999710

**Telephone:** 096-73886

**E-mail:** neildawn@eircom.net  
catherine@energentraining.com  
declan@energentraining.com

Neil Dawn Associates  
is a  
FETAC  
Registered Centre



Neil Dawn Associates  
Belleek Avenue  
Ballina  
Co Mayo  
Ireland



# Neil Dawn Associates



## Improving Personal Effectiveness

### “Clock and the Compass”

*FETAC – Level 6*



## Commencing Autumn 2008

## ***Course Details***

This unique “Learning” programme has been designed to enable people to develop new techniques in improving their own personal effectiveness. The Clock and the Compass builds on the first and second levels of organising systems and scheduling methods and deals with the important idea of prioritising; being pro-active and recognising value added activities.

In this step-by-step approach we learn to expand our personal capacity to develop the results we desire, creating lasting benefits in our work effectiveness and personal health. Throughout the programme delegates will be developing their own “prioritising processes” which will enable them to attain new dimensions in personal mastery.

## ***Learning Outcomes***

On completion of this programme participants will be able to:-

1. Recognise the importance of customers to an organisation and the need for excellent Quality Customer Care
2. Demonstrate the knowledge and skills of Quality Customer Care
3. Identify the role and responsibilities of the organisation and themselves towards its customers
4. Be familiar with the relevant theory and legislation concerning Quality Customer Care

## ***Programme Content***

The programme has been split into seven modules of learning.

Module 1 - Organisations and their customers.

Module 2 – Principles of Effective Customer Care

Module 3 - Mindsets, Attitudes and Behaviours

Module 4 - Communication, Influencing and Negotiation Skills

Module 5 - Customer Protection and the Law Relating to Customers

Module 6 - Setting and Monitoring Customer Care Standards

Module 7 - Practice in Customer Care contact Skills

## ***Assessment process***

Participants will be assessed in the following manner:-

- 2 Assignment - 1000 words each (50%)
- 1 Project - 2000 words (50%)

## ***Certification***

Successful participants will be awarded a FETAC Level 5 in Customer Service National Qualification.

*This “learning” programme uses techniques that increase individual’s ability to learn and desire to implement new learning. Each session will be highly participative, with practical exercises, role-play and plenary discussion.*

## ***Programme Schedule***

The seven modules will be delivered one morning per week over eight weeks (24 hours in total). Commencing Wednesday 17<sup>th</sup> September.

### **Desired Admission Requirements**

- General standard of education and/or relevant life and work experiences.
- Ability to learn in a group environment.

***Course Fees : €275.00***

## ***Academy of Learning and Development***

The Academy Centre which is located in the Ridgpool Village, Ballina has excellent facilities and boasts a team of facilitators who have a great deal of experience in delivering customer care programmes. The centre boasts state of the art presentation equipment and also has a comfortable learning environment. It also has its own canteen facilities and has access to easy parking.

### ***Corporate Delivery***

This programme is suitable for staff development within organisations and can be offered exclusively as an in house development programme.

***“A great customer experience is about how it makes you feel”***