



Introduction to the Workplace

Who would benefit?

New employees who have recently started working for the first time in the insurance profession following study either at school or in Further Education including graduate trainees. This course is designed to help to ease the transition from study to working in an office environment for new employees. Attendees will be given the tools necessary to enable them to make an active contribution within their teams.

Objective

By the end of the course the delegate will be able to :

- Understand what makes businesses thrive and what can threaten this
- Understand the importance of ethics and behaviour in a corporate environment
- Identify principal components of organisational culture (formally and informally)
- Understand the key aspects of successful customer relationship management
- Know how to develop useful internal and external networks
- Write appropriate and well structured emails and letters
- Answer the phone and deal with customers questions in a professional manner with appropriate note taking
- Understand principal roles and rules for participating in and running successful meetings
- Identify how to improve their own time management and organisational skills at work
- Understand and apply strategies for successfully influencing others at work
- Create an individual learning log to help learn more effectively and quickly on the job.

Content

- Rewards and risks in business – how businesses make profit
- Understand both formal and informal corporate ethics and behaviour
- Understand organisational and business culture
- Keys to understand, maintain and create customer relationships
- Keys to successful networking skills
- Keys to professional business communication
 - Email
 - Letters
 - Reports
 - Presentations
 - Text
 - Telephone conversations
- Meetings roles and rules
- Keys to time management and self organisation techniques
- Keys to successful communication and influencing skills
- Understand learning styles
- Increase learning pace
- Create individual learning tool

Duration

One day