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Ensuring the quality of a customer relations center



AS-29 2 Days (14 Hours)



Description

Call centers have become strategic sales elements for companies in just a few years. The implementation of an appropriate quality approach within this activity ensures that customer expectations are met. It can also, depending on the ambition of management, create a real competitive advantage for the company. This new course, built over two days, gives you the tools to build a simple but effective organization.

Who is this training for ?

For whom

Call center manager. CRC customer relations center manager. Quality manager for service companies.

Prerequisites

None.

Training objectives

- Understand the issues and principles of the quality approach within a customer relations center
- Identify the most suitable tools to implement a relevant quality management system

Programme:

- Les enjeux de la qualité dans un centre de relation client
- Assurer la qualité de service d'un centre d'appels
- Les référentiels existants
- Engager le progrès continu

HR Assistant: the basics for success in the role



AS-29 2 Days (14 Hours)



Description

The Human Resources assistant is a key function on which the HR manager must be able to rely. Relay on certain files, manager on others, it is essential that he (she) has an overview of the function in order to be the preferred contact for employees and management. To carry out his mission, he (or she) must acquire essential basics. This is the objective of this training.

Who is this training for ?

For whom

Immediate collaborator of HR or RRH. HR Assistant or HR Director. Executive assistant in charge of HR in an SME, new to his role.

Prerequisites

- In order to make the training more operational, participants are invited to bring their collective agreement with them.

Training objectives

- Assist the HR Director or RRH in relations with internal and external contacts; Inform employees
- Participate in the employee experience

Programme:

- Avant le présentiel
- Situer l'environnement humain et juridique de la fonction RH
- Gérer l'entrée et le(s) contrat(s) du salarié dans l'entreprise
- Assister le DRH dans les relations avec les interlocuteurs internes et externes
- Renseigner les salariés en matière de gestion administrative au quotidien
- Après le présentiel, mise en œuvre en situation de travail

Assistant(e)s du service import export



AS-29 4 Days (28 Hours)



Description

The success of an Export company and the profitability of operations are based on perfect control of sales, from order taking to full payment. Finding the right customs documents, knowing the regulations, selecting the best payment method, mastering operations and being responsive in handling problems: the ADV assistant plays a pivotal role in ensuring the smooth running of each order. Concrete, comprehensive, this export assistant training constitutes the reference training for employees of the Export department.

Who is this training for ?

For whom

Sales assistant, Import-Export assistant, Export customer management assistant, sedentary technical salesperson, Export secretary who contributes to the international development of the company.

Prerequisites

None.

Training objectives

- Acquire autonomy to effectively manage and monitor an export customer portfolio
- Optimize business management by reconciling excellence in administrative quality and cost control
- Prevent unpaid debts and reduce the costs of international disputes
- Become an effective relay for the area manager or Export manager
- Acquire and master the latest international trade operations management tools

Programme:

- Élaborer l'offre commerciale, établir les cotations
- Suivre efficacement l'activité des clients à l'international
- Contribuer à l'action commerciale à l'étranger
- Mettre en place un dossier Import/Export
- Optimiser les procédures douanières
- Gérer le transport international : maîtrise des coûts et de la sécurité

- Maîtriser les techniques de paiement et les garanties internationales

The legal assistant



AS-30 3 Days (21 Hours)



Description

The legal assistant must master the obligations which punctuate the legal life of any company: preparation and holding of general meetings, drawing up of minutes, etc. Thanks to this training, the legal assistant can strengthen her practices to master the preparation and holding of general meetings and boards of directors or supervisory boards.

Who is this training for ?

For whom

Legal assistant, executive assistant. Collaborator working in the legal secretariat.

Prerequisites

None

Training objectives

- Know how to read the company's statutes.
- Master the business creation process
- Organize AGM, board of directors (CA), supervisory (CS) meetings.
- Write AGM minutes , CA and CS.

Programme:

- Création, modification de statuts
- Fonctionnement des sociétés
- Secrétariat juridique
- Appréhender le rôle des organes de direction
- Préparer les réunions de CA et conseil de surveillance
- Organiser le planning des assemblées générales
- Rédiger les PV d'AG, CA, CS
- Commissaires aux comptes

Management Assistant



AS-29 2 Days (14 Hours)



Description

The current priorities of the management assistant are oriented towards greater monitoring of management indicators, analysis of the causes of the gaps observed between objectives and achievements. It becomes crucial to provide rapid, reliable and relevant information. This training for management assistants is an opportunity to discuss 'good practices' in management, to take a step back from one's immediate environment, and to collaborate better with the management controller.

Who is this training for ?

For whom

Management assistant, immediate collaborator of management controllers and cost accounting managers. Operational services management correspondent. Assistant to managers, financial directors and operational managers having to establish or interpret management documents

Prerequisites

None.

Training objectives

- Understand business management data
- Interpret and use vocabulary specific to management control
- Contribute to the development of the budget and the monitoring of key indicators
- Assist financial and management control services

Programme:

- Lire un bilan et un compte de résultat
- Comprendre le calcul des coûts et des marges
- Participer à l'élaboration du budget et au suivi des activités
- Préparer le tableau de bord de son unité

Sales and ADV Assistant: develop your customer satisfaction



AS-29 2 Days (14 Hours)



Description

The Sales and Sales Assistant is at the heart of customer satisfaction and loyalty. To succeed in this role, you rely on your commercial sense to build loyalty and sell, and on your organizational and time management skills for effective customer service. You form a productive pair with the field sales representative and you are the interface of the different services involved in the sales circuit: production, delivery, accounting... This training dedicated to the sales assistant and ADV provides the necessary skills to respond to these requirements.

Who is this training for ?

For whom

Sales assistant and collaborator of ADV and Customer services. Customer correspondent, involved in the sales circuit. For sales department assistants wishing to increase their effectiveness with a sales manager and their team, refer to the 'Sales Management Assistant' training (ref. 4588).

Prerequisites

None.

Training objectives

- Optimize your time at the interface of different services
- Detect and seize all sales opportunities
- Build customer loyalty through the quality of service provided
- Master delicate ADV situations

Programme:

- Communiquer pour mieux satisfaire
- Optimiser son temps au service du client
- Conseiller les clients et vendre par téléphone
- Optimiser sa communication écrite avec les clients

Sales management assistant



AS-29 2 Days (14 Hours)



Description

A central player in the sales department, the sales management assistant occupies a key interface position with customers, the team and the manager. Beyond networking and managing agendas, how can we develop useful and recognized added value in this many-faceted position? This training offers sales management assistants the opportunity to delve deeper into three essential areas of contribution: customer relations, management of commercial performance, and leadership of the sales team.

Who is this training for ?

For whom

Any service assistant or sales department wishing to increase their efficiency within their team. Sales management assistant, assistant to the sales director.

Prerequisites

None.

Training objectives

- Bring all your added value to commercial action
- Develop a customer-oriented mindset on a daily basis, internally and externally
- Contribute to winning new customers
- Actively contribute to the management and animation of the sales team

Programme:

- Exercer pleinement son rôle d'interface communicante
- Renforcer la relation client
- Apporter sa valeur ajoutée à l'animation de l'équipe
- Aider au pilotage de la performance commerciale
- Activité à distance

Assistant to several managers: working in synergy to gain efficiency



AS-30 2 Days (14 Hours)



Description

Working with several managers is sometimes a balancing act and requires being well organized, proactive and diplomatic. At the same time, placed at the heart of the issues and activities of several departments or services, the assistant to several managers occupies an ideal position to develop synergy and improve collective efficiency. The 'Assistant to several managers: working in synergy to gain efficiency' training gives you methods, tools and helps you adopt the appropriate posture to reinforce your added value with your managers and the company. /p>

Who is this training for ?

For whom

Assistant, secretary working with two or three managers or directors of different departments.

Prerequisites

None.

Training objectives

- Develop 3 talents to increase your added value as an assistant to several managers: organization; proactivity; diplomacy.
- Establish effective working methods to address priorities.
- Facilitate the processing of information.
- Facilitate decision-making and the implementation of action plans.
- Contribute to the development of synergy .

Programme:

- Découvrir les fondamentaux du management de projet
- Gérer l'information pour faciliter le travail des managers Traiter rapidement un volume très important d'e-mails.
- Contribuer au développement de la synergie inter-services S'affirmer pour proposer un arbitrage concerté.

Team assistant: being an actor in the team's performance



AS-30 2 Days (14 Hours)



Description

Working for a team made up of different personalities, with as many working methods as there are individuals, requires skills sometimes worthy of a chameleon! At a minimum, the challenge requires rigorous organization and an unfailing sense of service. However, the team assistant can also play a key role in developing the effectiveness of the team: rationalizing the organization and working methods, promoting synergy. This 2-day training allows you to develop your added value as a team assistant.

Who is this training for ?

For whom

Team assistant and secretary.

Prerequisites

None

Training objectives

- Adapt to the expectations and needs of a team while managing priorities
- Facilitate everyone's work and collective work
- Develop constructive reflexes and a sense of diplomacy
- Foster the development of team synergy .

Programme:

- Gérer les priorités face à la multiplicité des demandes
- Contribuer à la bonne organisation de l'équipe
- Travailler en équipe
- Contribuer à la synergie d'équipe
- Activités à distance

Assistant: the 3 key missions of the profession



AS-30 2 Days (14 Hours)



Description

The role of the assistant becomes essential to guarantee everyone's efficiency: fulfilling the mission of the service on time, saving time in the plethora of information to be processed, giving a positive image of the service and of the company, iron out the difficulties. Organized, information hub, facilitator, this is what managers and teams expect from an assistant today.

The 'Assistant: the 3 key missions of the profession' training provides you with the essential methods and tools to develop your contribution to the effectiveness of your service.

Who is this training for ?

For whom

Secretary or assistant.

Prerequisites

None

Training objectives

- Manage priorities and meet deadlines to guarantee quality of service.
- Facilitate the work of the manager and the team to increase everyone's efficiency.
- Promote the image of the company and the service in all circumstance

Programme:

- Gérer les priorités et tenir les délais Identifier sa valeur ajoutée d'assistant(e) dans l'efficacité du service.
- Faciliter le travail du manager et de l'équipe
- Promouvoir l'image de l'entreprise et du service Être l'ambassadeur de l'entreprise ou du service à chaque contact avec les autres équipes ou l'extérieur.

Assistant/Manager: a successful pair



AS-30 2 Days (14 Hours)



Description

Beyond the professionalism of the assistant, the very functioning of the Assistant / Manager pair is a performance lever. It's about working in a fluid collaboration that takes advantage of complementarities: operational complementarity, personal complementarity. The 'Assistant/Manager: a successful pair' training provides benchmarks and concrete tools to maximize the added value of your assistant mission, taking into account the particularities of the pair you form with your manager. Consequently, it helps develop both the personal effectiveness of the assistant and that of the manager.

Who is this training for ?

For whom

Executive assistant. Office Manager and assistant wishing to optimize collaboration with their manager.

Prerequisites

None.

Training objectives

- Develop the complementarity of the Assistant/Manager pair.
- Adopt effective daily functioning based on mutual trust and complicity in action.
- Contribute to the deployment of the manager's influence by supporting his strategic activity .

Programme:

- Instaurer un mode de collaboration à forte valeur ajoutée
- Construire et développer une confiance mutuelle pour décupler l'efficacité du binôme
- Être force de proposition pour faciliter les prises de décisions du manager Analyser une situation et poser un diagnostic objectif.

Assistants, manage and share information with digital tools



AS-29 2 Days (14 Hours)



Description

More than ever, digital tools are among the best ways to optimize teamwork and bring people together around a project. Assistants are at the heart of this problem. at the crossroads of technological solutions and people, today they have a fundamental role in supporting the digital transformation of companies.

Who is this training for ?

For whom

Assistant, Secretary, Executive Assistant, Office Manager.

Prerequisites

None

Training objectives

- Organize and prioritize information by taking into account all flows and the diversity of communication media
- Take advantage of digital tools to strengthen your efficiency and that of the team
- Play your supporting role and involve the team in choosing solutions

Programme:

- En amont du présentiel
- Mettre en place une organisation fiable, efficace et évolutive
- Tirer parti des outils digitaux pour faciliter la collaboration et l'échange
- Jouer son rôle d'accompagnement et impliquer l'équipe
- Après le présentiel, mise en œuvre en situation de travail

Certification with supervision of the Executive Assistant cycle



AS-13 0 Days (5 Hours)



Description

The FFP Professional certification allows you to become professional and obtain recognition from the Professional Training Federation. Delivered by a jury of Skills Campus experts, the certification is backed by a professional benchmark and recognized in the business world. The FFP Professional certificate validates the training acquired and certifies mastery of a function, activity or profession. It allows you to capitalize on the experience acquired in a professional career. This certification is intended for anyone participating in the cycle.

Who is this training for ?

For whom

Prerequisites

Aucune

Training objectives

- This system allows each candidate to: Carry out their professional project in the company
- Validate your training skills and their implementation
- Accelerate your learning through a project and ensure its success thanks to the two presentations in video format and the three individual follow-up meetings
- Take the necessary perspective to master your role by formalizing and presenting the results of your work to a jury of experts

Programme:

- Phase amont
- Phase d'apprentissage avec tutorat
- Phase aval

Executive Assistant Cycle



AS-30 10 Days (50 Hours)



Description

The role of the executive assistant has expanded to new missions and responsibilities. The interest and scope of the position depend on the proactivity of the executive assistant and their ability to develop them.

This training cycle aims to strengthen mastery of the essential skills of the position. By finding the same participants throughout this cycle, the exchanges of practices put in place between sessions promote the growth of each person's power.

Who is this training for ?

For whom

Executive assistant working with a manager, executive or director.

Executive assistant working with one or more directors.

Assistant wishing to prepare for a position as an executive assistant.

Any person contributing to supporting managerial action (coordinator, facilitator) wishing to take the position of executive assistant

Prerequisites

None.

Training objectives

- Reinforce your mastery of the fundamental skills of the executive assistant position.
- Optimize collaboration with the manager.
- Position the role of the executive assistant.
- Manage priorities.
- Process effectively provide written and oral information.
- Strengthen your relational excellence.

Programme:

- Jouer pleinement son rôle d'assistant(e) de direction (2 jours)
- Créer les priorités de sa fonction (2 jours)

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- Renforcer son agilité pour vivre et accompagner le changement (2 jours)
- Concevoir des outils de pilotage et présenter des informations à l'écrit ou à l'oral (2 jours)
- Renforcer son agilité pour vivre et accompagner le changement (2 jours)

Hostess-telephone operator, a front-line communication profession



AS-29 2 Days (14 Hours)



Description

First contact of the visitor or the telephone caller, the hostess-telephone operator has a role of representing his company. This profession requires the implementation of key skills: sense of organization, spirit of service, ease and rigor in contact with the public, responsiveness to the unexpected... Whatever your experience, this training is a privileged moment to professionalize your practice as a hostess-switchboard operator.

Who is this training for ?

For whom

Any person performing the dual function of hostess and switchboard operator or future hostess-switchboard operator.

Prerequisites

None.

Training objectives

- Fully ensure its dual mission of telephone and visual reception
- Welcome with professionalism
- Actively promote the image of your company
- Be more comfortable dealing with delicate situations
- Optimize the organization of your workstation

Programme:

- Identifier les enjeux de l'accueil : côté entreprise, côté clients
- Soigner l'image offerte au visiteur Réussir la première impression.
- Accueillir au téléphone en vraie professionnelle
- Savoir gérer les situations délicates de l'accueil Gérer les priorités entre le téléphone, les visiteurs et les demandes internes.

Special Assistants: Save time, get organized and manage priorities



AS-30 2 Days (14 Hours)



Description

If stressful situations are familiar and daily to the assistant profession, this training will allow them to regain mastery of their role by gaining lucidity, efficiency and organization, thus allowing them to work in optimal conditions.

Who is this training for ?

For whom

Secretary, assistant.

Executive assistant.

Office manager.

Any person contributing to supporting managerial action: coordinator, facilitator.

Prerequisites

None.

Training objectives

- Optimize your organization.
- Prioritize the essential tasks of your role.
- Manage priorities and unforeseen events.
- Make the most of the tools.
- Assert yourself to better organize yourself.

Programme:

- Faire le diagnostic de sa gestion du temps : l'assistant(e) super-lucide
- Gérer ses priorités : l'assistant(e) super-efficace
- Appliquer les méthodes et outils de la gestion du temps : l'assistant(e) super-organisé(e)
- Gérer son temps en relation avec le manager et l'équipe : l'assistant(e) super-affirmé(e)

Special Assistants: The 5 keys to professional excellence



AS-30 3 Days (21 Hours)



Description

How to excel in the exercise of your assistant profession? By gaining height, pushing the limits of your position and playing the role of a true independent partner of management and teams.
Thanks to an exclusive SKILLS CAMPUS method, discover and master the 5As of professional excellence for the assistant!

Who is this training for ?

For whom

- Executive assistant.
- Office manager.
- Experienced or high-potential assistant.
- Any person contributing to supporting managerial action: coordinator, facilitator.

Prerequisites

None.

Training objectives

- Resolutely focus your actions on results and service to internal or external customers.
- Act as a pioneer during changes.
- Support the manager's decisions.
- Push the limits of your position.
- Bring new ideas.

Programme:

- Visez l'excellence professionnelle
- Association : devenez un véritable partenaire !
- Adaptation : faites preuve de flexibilité !
- Attitude : renforcez votre impact !

- Anticipation : soyez proactive !
- Aptitude : osez être originale !

Special Assistants: Communicate better by telephone



AS-30 2 Days (14 Hours)



Description

Each communication must be a privileged exchange, which is sometimes difficult when the missions of the assistants and the communications to be handled multiply.

This training aims to control the duration of calls by handling them with quality and courtesy in order to convey a good image of the organization.

Who is this training for ?

For whom

Assistant, secretary and any employee in contact by telephone or video with the rest of the organization or outside.

Prerequisites

None.

Training objectives

- Strengthen the quality of your communication by telephone or video.
- Master good reflexes.
- Skillfully get out of difficult situations.

Programme:

- Les incontournables de la communication au téléphone
- Structurer l'entretien et gérer le temps de la communication
- Traiter l'appel avec tact et pertinence
- Être à l'aise dans les situations délicates Mettre en confiance. Désamorcer les tensions.

Special Assistants: Taking notes and writing effective reports



AS-30 2 Days (14 Hours)



Description

The “Special Assistants: Taking notes and writing effective reports” training allows you to master the secrets of successful note-taking which guarantees an effective and quickly written report.

Who is this training for ?

For whom

Executive assistant.

Assistant.

Any person contributing to support for managerial action: coordinator, facilitator

Prerequisites

None.

Training objectives

- Gain self-confidence in note-taking.
- Acquire note-taking methods.
- Note little, note useful, note quickly.
- Quickly structure the ideas developed.
- Quickly write an effective report.
- Gain more time with Word or OneNote.

Programme:

- Préparer sa prise de notes
- Maîtriser la prise de notes
- Prendre des notes directement sur ordinateur
- Structurer le plan du compte rendu
- Rédiger et présenter un compte rendu

- Atelier d'entraînement

Special Assistants: Strengthen your oral fluency



AS-30 2 Days (14 Hours)



Description

Today, in your activities, you are required to make more and more presentations and communicate with a variety of people. Good oral communication is a decisive asset to be more effective. This training provides you with oral communication techniques to take advantage of your potential and collaborate effectively with your interlocutors.

Who is this training for ?

For whom

Assistant, secretary or any employee wishing to strengthen their oral communication skills.

Prerequisites

None.

Training objectives

- Strengthen your oral fluency in different professional situations.
- Adapt your communication to the environment.
- Speak in meetings with ease.

Programme:

- Mieux se connaître pour développer son impact
- Écouter son interlocuteur pour s'adapter Tenir compte du contexte. Développer une écoute active.
- Utiliser sa personnalité avec naturel
- Préparer son intervention
- Exposer ou informer avec assurance Gérer son temps de parole.

Special Assistants: dashboard and budget monitoring



AS-30 2 Days (14 Hours)



Description

Your manager must have management tools to monitor his activity. It's up to you to develop them and monitor them. This 'Special Assistants: dashboard and budget monitoring' training allows you to master the necessary skills: construction of tables, knowledge of advanced Excel functions, formatting of information.

Who is this training for ?

For whom

Assistant, secretary, executive assistant, any collaborator, mastering the basics of Excel.

Prerequisites

None.

Training objectives

- Build a budget monitoring table or a dashboard adapted to the management needs of your manager.
- Implement an impactful dashboard in Excel.
- Organize and make the data reliable, highlight the figures.

Programme:

- Préparer le tableau de bord ou le suivi budgétaire
- Gagner en efficacité en utilisant les fonctions avancées d'Excel
- Illustrer les chiffres de façon percutante

Assistant and secretary, best practices in the profession



AS-29 2 Days (14 Hours)



Description

This internship presents how to better position yourself in your professional environment, manage your time and organize your tasks, while building effective relationships with your work colleagues and your manager

Who is this training for ?

For whom

This training is aimed at assistants and secretaries.

Prerequisites

- Aucun.

Training objectives

- Manage time and organize tasks
- Learn to avoid counterproductive tensions
- Maintain effective relationships with colleagues and superiors

Programme:

- Positionner son rôle d'assistant(e) et secrétaire dans l'organisation
- Gérer son activité
- Connaître ses "voleurs" de temps
- Définir efficacement ses priorités
- Entretenir des relations efficaces avec ses collègues et sa hiérarchie

Senior in business: promote and pass on your experience



AS-29 2 Days (14 Hours)



Description

This training will allow you to redefine your professional and personal priorities in order to enhance and pass on your experience. You will then be ready to organize your departure by optimizing this transition period.

Who is this training for ?

For whom

Anyone wishing to breathe new life into their career.

Prerequisites

None.

Training objectives

- Know how to redefine professional and personal priorities Optimize your energy and gain harmony
- Learn to value and transmit your own experience

Programme:

- Prendre conscience de ses atouts et les valoriser
- Coopérer en bonne intelligence avec les autres générations
- Optimiser son énergie et gagner en harmonie
- Pratiquer le knowledge management et transmettre son expérience
- Etre acteur de son départ éventuel

Sales assistant and ADV, the job ensures the interface with salespeople and builds customer loyalty Full learning



AS-29 2 Days (14 Hours)



Description

This training will allow you to optimize the organization of your work in order to ensure effective monitoring of commercial actions. At the end of this internship, your ability to direct customer requests and serve as an interface with salespeople will be optimized, with the aim of building customer loyalty.

Who is this training for ?

For whom

Sales assistant, customer manager/advisor, sales administration assistant.

Prerequisites

Appetite for sales and human relations.

Training objectives

- Detect and seize all sales opportunities.
- Build customer loyalty through the quality of service provided.
- Control delicate ADV situations.

Programme:

- Assumer l'administration des ventes
- Contribuer au succès commercial
- Renforcer ses compétences en communication
- Apporter sa valeur ajoutée à l'action commerciale

"Secretary and assistant, the fundamentals"



AS-29 2 Days (14 Hours)



Description

This training will show you how to better position yourself in your professional environment, manage your time and organize your tasks, while building effective relationships with your work colleagues.

Who is this training for ?

For whom

This training is aimed at assistants and secretaries.

Prerequisites

None.

Training objectives

- Know how to manage time and organize tasks Learn to avoid counterproductive tensions Know how to maintain effective relationships with colleagues and superiors

Programme:

- Positionner son rôle d'assistant(e) et secrétaire dans l'organisation
- Gérer son activité
- Connaître ses "voleurs" de temps
- Définir efficacement ses priorités
- Entretenir des relations efficaces avec ses collègues et sa hiérarchie

Management assistant, the job collects and analyzes accounting and financial data



AS-30 2 Days (14 Hours)



Description

What you need to know to fully assume your role in business management. Participate in the development and monitoring of budgets as well as the construction of dashboards. Acquire key skills to contribute to management effectiveness.

Who is this training for ?

For whom

This training is aimed at management assistants or any person responsible for management control and analytical accounting.

Prerequisites

None.

Training objectives

- Understand the roles, missions and responsibilities of a management assistant
- Master the basics of accounting and the content of annual accounts
- Calculate margins, costs and main accounting and financial ratios
- Develop management dashboards

Programme:

- Cerner sa mission et ses responsabilités
- Les principaux schémas d'écriture comptable
- Lire un bilan et un compte de résultat
- Analyser les équilibres financiers
- Calculer les marges et les coûts
- Maîtriser le processus budgétaire de l'entreprise
- Réaliser des tableaux de bord

Sales assistant and ADV, the job ensures the interface with salespeople and builds customer loyalty



AS-29 2 Days (14 Hours)



Description

This training will allow you to optimize the organization of your work in order to ensure effective monitoring of commercial actions. At the end of this internship, your ability to direct customer requests and serve as an interface with salespeople will be optimized, with the aim of building customer loyalty.

Who is this training for ?

For whom

Sales assistant, customer manager/advisor, sales administration assistant.

Prerequisites

None.

Training objectives

- Identify the scope of action of the sales assistant Assist the sales team by monitoring the dashboard adapted to the needs of the department Advise, sell and handle complaints whatever the situation Manage commercial events in an organized manner

Programme:

- Assumer l'administration des ventes
- Contribuer au succès commercial
- Renforcer ses compétences en communication
- Apporter sa valeur ajoutée à l'action commerciale

Assistant: communicate better by telephone



AS-29 2 Days (14 Hours)



Description

Between emergency and stolen time, how can you transform the telephone into a quality work ally? This very practical training offers you methods and tools for productive and peaceful communication on the telephone.

Who is this training for ?

For whom

Assistant, secretary and any employee in telephone contact with the public or internal customers.

Prerequisites

None.

Training objectives

- Optimize your telephone communication Adapt your speech to better satisfy Gain fluidity in exchanges Develop good telephone reflexes Be more equipped to face difficult situations

Programme:

- Transformer le téléphone de voleur de temps en levier d'efficacité
- Mener sa communication pour mieux répondre
- Développer son aisance et son assertivité au téléphone
- Maîtriser les situations déstabilisantes

TRAINING IN ARCHIVING TECHNIQUES



AS-29 2 Days (14 Hours)



Description

How to classify and archive documents in the most efficient and intuitive way possible? Which method to use? This classification and archiving training, lasting 2 days, will answer these questions while providing you with above all practical keys to organizing and classifying your company's documentation.

Who is this training for ?

For whom

Secretaries and assistants All administrative staff responsible for organizing the classification, archiving and management of documentation in their department

Prerequisites

No prerequisites necessary to follow the **classification and archiving training**

Training objectives

- Discover the different classification methods and indications Adopt a simple and scalable method to reorganize your ranking Know and apply the archiving rules in your company

Programme:

- Qu'est-ce qu'un classement efficace ?
- Analyser l'information et choisir une méthode de classement
- Savoir structurer et titrer ses dossiers
- Bâtir un plan pour faciliter l'accès au classement
- Connaître l'essentiel sur l'archivage
- Réorganiser son classement : préparer un plan d'action

OIL PRODUCTION AND PROCESSING FACILITIES



AS-30 5 Days (Hours)



Description

This comprehensive 5-day training course focuses on oil and gas production and subsequent surface treatment facility operations and processes. The training covers the entire oil and gas value chain, from discovery, exploration and transportation to refining and sale to downstream industries. An overview and fundamental understanding of the wide range of oil production handling and processing equipment will be presented, along with new technologies.

Who is this training for ?

For whom

*Chemical engineers, mechanical engineers and process technologists,
Facilities and inspection engineers
Maintenance or project engineers
Operating and laboratory chemists
Technicians, support engineers and engineering interns
Consultants and sales professionals*

Prerequisites

None

Training objectives

- Learn the origins and chemical characteristics of oil and gas
- Understand the challenges associated with offshore operations, horizontal drilling and other safety issues
- Familiarize participants with the different methods and techniques used to explore, drill, produce, process and transport oil, gas and their products.
- Introduce participants to upstream, downstream and mid-chain operations.
- Appreciate oil and natural gas processing technologies and processes, including including produced water treatment

- Learn the many processes involved in crude oil refining and how they contribute to the complexity and profitability of the refinery.
- Gain valuable knowledge on troubleshooting crude oil sweetening units physical gases and solvents

Programme:

- Premier jour : Introduction au cycle de vie de la production pétrolière et gazière
- Deuxième jour : Fonctions liées aux opérations pétrolières et gazières
- Troisième jour : Processus de réaction chimique
- Quatrième jour : Processus communs utilisés dans les usines à gaz
- Cinquième jour : Opérations en aval