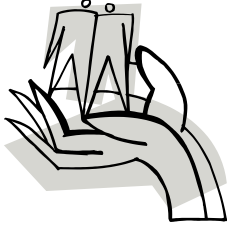


MARKSMAN
Corporate Services Ltd



CUSTOMER CARE



CERTIFIED AND ACCREDITED BY

Lantra Awards

This is an interactive and fascinating dip into dealing with people. The package is half a day in duration and examines the dynamics of dealing with lower level conflict and the benefits of effective communications, and how to be an effective communicator.

This package when delivered to its staff significantly raised a county councils customer satisfaction rating when independently assessed.

This half day package can also be extended to a full days training to include any specific need such as sales, management, or delivered twice in a day to make it exceptionally cost effective.

Aim

To teach strategies that will enable candidates to interact with members of the public and colleagues more effectively

Target Audience

Anyone at any level who interacts with other adults

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Why Marksman

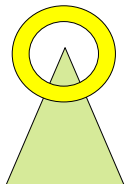


Marksman is a unique company run by myself, Mike Green. I was a firearms team trainer for a major metropolitan police force till I recently left having served 30 years. I decided to take my experience as a practical skills trainer into the private sector.

In brief I qualified as a trainer over 15 years ago, having attended a national instructor's course. I was taught adult learning psychology, facilitation and student centred learning. I have been a developing practitioner since then.

Due to my own continued development I can guarantee that candidates will be taught using the most up to date, effective, cutting edge proven teaching methods. I can guarantee this because over the years I have just about tried every new idea and fad. My students were firearms team operatives, who could hardly be described as tree huggers, so I got pretty direct feedback if they were not keen on me trying some of the more 'trendy' ideas being put forward by educational academics. I am a real world practical skills trainer who wore boots and overalls when I taught in a safety critical industry.

Due to the nature of the work I did, and positions held over the years, I gained a huge amount of experience about people and the ways individuals and teams tick, management of adult dynamics and the importance of effective communications. Individual and group dynamics were critical for dealing with firearms incidents safely and efficiently, and I believe these transferable skills are the core ingredients involved in making your workplace a dynamic and efficient environment.



MARKSMAN CORPORATE SERVICES LTD

PROVIDING NATIONALLY ACCREDITED TRAINING
IN PARTNERSHIP WITH

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