

Need business skills?

"Giving people
the skills
to take control"



At Stellaris we specialise in providing training and mentoring solutions for you and your business.

The following courses are available throughout 2009 - 10

1. CAREER DEVELOPMENT

- a. Advanced Writing Skills
- b. Building Your Self Esteem And Assertiveness Skills
- c. Business Etiquette – Gaining The Edge
- d. Business Writing That Works
- e. Communication Strategies
- f. Conflict Resolution – Dealing With Difficult People
- g. Creating A Dynamite Job Portfolio
- h. Customer Service Training – Critical Elements Of Customer Service
- i. Getting Your Job Search Started
- j. Mastering The Interview
- k. Public Speaking – Presentation Survival School
- l. Public Speaking – Speaking Under Pressure
- m. Skills For The Administration Assistant
- n. Public Speaking – Conquering The Fear
- o. Minute Takers Workshop
- p. Time Management – Get Organised For Peak Performance
- q. Working Smarter – Using Technology To Your Advantage
- r. Writing Reports And Proposals

2. HUMAN RESOURCES

- a. Anger Management – Understanding Anger
- b. Building Better Teams
- c. Business Succession Planning
- d. Change Management – Change And How To Deal With It
- e. Conducting Effective Performance Reviews
- f. Conflict Resolution – Getting Along In The Workplace
- g. Customer Service Training – Managing Customer Service
- h. Employee Dispute Resolution – Mediation Through Peer Review
- i. Hiring For Success – Behavioural Interview Techniques
- j. Induction Training – Getting Employees Off To A Good Start
- k. Performance Management – Managing Employee Performance
- l. Problem Solving and Decision Making
- m. Stress Management

3. SALES AND MARKETING

- a. Building Relationships For Success In Sales
- b. Call Centre Training – Sales And Customer Service
- c. CRM – An Introduction To Customer Relationships Management
- d. Dynamite Sales Presentations
- e. Overcoming Objections To Nail The Sale
- f. Prospecting For Leads Like A Pro
- g. Selling Smarter
- h. Telemarketing – Using The Phone As A Sales Tool

4. SUPERVISORS AND MANAGERS

- a. Advanced Project Management
- b. Budgets And Managing Money
- c. Business Leadership – Becoming Management Material
- d. Coaching – A Leadership Skill
- e. Delegation – The Art Of Delegating Effectively
- f. Human Resource Training – HR For The Non HR Manager
- g. Intermediate Project Management
- h. Inventory Management – The Nuts And Bolts
- i. Marketing And Sales
- j. Meeting Management – The Art Of Making Meetings Work
- k. Motivation Training – The Art Of Motivating Your Workforce
- l. Negotiating For Results
- m. Project Management Fundamentals
- n. Project Management – Understanding Project Management
- o. Team Building – Developing High Performance Teams
- p. The ABCs Of Supervising Others
- q. The Professional Supervisor

5. WORKPLACE ESSENTIALS

- a. Business Ethics For The Office
- b. Diversity Training – Celebrating Diversity In The Workplace
- c. Generation Gap – Closing The Generation Gap In The Workplace
- d. Safety In The Workplace
- e. Workplace Harassment – What Is It And What To Do About It
- f. Workplace Violence – How To Handle Anger And Violence In The Workplace



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