



RCA

Leading the Customer Experience

An online course providing your managers and supervisors with the tools to direct their teams more effectively



Overview

ABOUT RCA

WHY THIS
COURSE?

BUSINESS
OBJECTIVES

LEARNING
OUTCOMES

CERTIFICATION

COST ESTIMATE



About RCA

RCA is a training provider and consultancy working within the hospitality and retail industries of Southern Africa.

The primary focus of our company is to build and maintain the envisaged service culture within our client's operation through training and continuous assessment of standards.

For more information, kindly visit www.rcaconsulting.biz

WHY?



The skill of managing people is incredibly challenging...

Our younger managers are often thrust into a position of authority without the requisite fundamentals of management and leadership...

The RCA Management & Leadership Module targets this critically required skill set!

Next: BUSINESS OBJECTIVES

Business Objectives

- Increase Consistency of Service Delivery
- Employee Growth
- Employee Retention
- Increase Profitability

Next: LEARNING
OUTCOMES



Learning Outcomes

RCA

Managing and Leading
your Team

MODULE OVERVIEW

1. Defining Management	2. Roles & Skills of a Manager	3. Types of Managers	4. Styles of Management
5. Attributes & Attitudes of Effective Managers	6. Leadership vs Management	7. Good Leader vs Bad Leader	8. The 5 Levels of Leadership
9. Management by Walking Around	10. Managing People	11. Managing New Staff	12. Problem Solving
13. Team Cohesion	14. Team Motivation	15. Feedback to Employees	16. Staff Disciplinary Situations
17. Training Staff	18. Dealing with Burnout	19. Culture Development	20. Developing Empathy

On completion of the course, learners will be able to:

- Define the purpose of a management position.
- Identify the skill sets required of a modern day manager.
- Distinguish between management and leadership.
- Understand the attributes and attitudes of effective managers.
- Evaluate various management techniques for use in their own environment.
- Produce a “Leadership Commitment” document based on their course learnings.

Certification

Certificate of Achievement

For your achievements in passing the Leadership of the
Customer Experience Online Course.

John Smith

Congratulations on this superb achievement.



DATE

ISSUED BY:



Individuals successfully completing the course are provided with recognised certification.

Pricing

Item Description	Fee
First student per company	R2 500
Additional students	R2 000

- Fees include online support throughout the course.
- Quoted fees are excluding VAT.

Contact RCA

RCA Consulting

1st Floor, Harfield Business Centre
48 2nd Avenue
Claremont
7708

+27 21 671 4481
info@rcaconsult.com
www.rcaconsulting.biz

Company Reg: 2007/081843/23
VAT No: 4270276084

