

Course Synopsis

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| Title: | Coaching and Communication (CC4) Level 4 |
| Course Code: | TTS CC4 |
| Career Dev. Level: | 4 |
| Duration: | 2 Day |
| Pre-Requisite: | Employed in a customer facing role or training for ATA level 4 assessment |
| Section: | Technician, General Mechanical or failure in an ATA assessment |
| Target Audience: | Technicians at or aiming for level 4 competency |
| Aims: | To use proven rapport and trust building techniques to improve communication with customers and staff, leading to improved workshop effectiveness. |
| Objectives: | At the end of the programme, the delegates will be able to: <ul style="list-style-type: none">• Understand the techniques needed to ensure that customer and workshop staff requirements are fulfilled |
| Content: | <ul style="list-style-type: none">• Methods of communication• Rapport and trust building• Communicating with the customer• Coaching and mentoring |
| Method: | Delegate Centred with classroom theory and practical sessions Pre Test End Test |
| Location: | Training Centre Salisbury |
| Additional/follow on ATA/TTS Training | ATA level 4 assessment |