

Course Synopsis

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