

Blended Learning **business skills training**

From 2017 our Brilliant customer service, sales and business skills courses are now available as blended learning programs, in partnership with the Institute of Microtraining.

What is blended learning?

Blended learning is a half-day live workshop followed by a series of activities on an eLearning Smart phone App. The workshop will be fast-paced, interactive and delivered by an expert facilitator. This approach combines the best of both traditional and online learning with highly practical content.

What are the benefits?

This means less time away from the workplace with more real-time access to the online learning App after the training. This is proven to improve the value and impact of the training.

Key features Microtraining approach:

- // App uses video, audio, quizzes and gaming
- // Free personalisation of training exercises
- // Able to include additional content in the App
- // Built-in action planning and learning transfer



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What courses and topics are available?

There are over 180 individual modules that can be combined into over 60 courses. This includes all aspects of customer service, sales and business topics such as telephone techniques and writing skills.

Popular topics include:

- // Brilliant Customer Service
- // Better Business Writing
- // Account Management
- // Service with a Sale
- // Working Smarter
- // Technical Support Skills

If we have not got the exact course you want, we will create it free of charge!

Sounds expensive! How much does it cost?

Each training course is **just £99 per participant**. This includes pre-course tailoring, workshop, eLearning app and learning follow-up. The only extras are VAT and travel costs for the trainer.

Bespoke training can be developed for a low-fixed price - from £500 for a full course developed to your exact requirements and specifications.

Ask about our free training needs analysis to help you get your training right first time.

www.micro-training.co.uk

www.brilliantcustomerservice.co.uk