



Clearview Minds
Think Different Be Different

The 3I Youth Development Programme

The 3I Programme has been designed to support young adults prior to and once employment has been attained. 3I (Impact, Initiative and Intelligence) helps participants gain an understanding of how behaviour impacts on others, whilst learning strategies to succeed within the working environment. Much research has been conducted to explore the skills gaps for those individuals moving into a career. These gaps have been addressed in our innovative 3I Youth Development Programme to support apprentices and graduates before and in their first year of employment.

Whether you are an apprentice, graduate or school leaver you will enjoy a programme that focuses on developing your inner skills – confidence, initiative, emotional intelligence, communication, flexibility and team ethos are all necessary components if you want to make a real impact. Let us help you learn how. You can focus on one element or take part in the series of workshops. The programme focuses on Communication, Team Work, Assessment and Customer Service.

Customer Service

Feel like customer service is a piece of cake and wish that others had the same talent as you? Or are you not sure where you are going wrong in terms of customer service then this course is for you. This workshop is all about **PRACTICAL LEARNING**, using 'live', situations to allow individuals to understand the impact of their actions. Have fun but learn how your words and actions can impact others. We help you to:

- Understand your customer, what are his/her wants?
- Manage the customer relationship ensuring regular communications and needs
- Build customer rapport by building up that vital information so your customer does not feel like just a number
- Focus on customer problems and what can be done to resolve these issues
- Keep your cool in a customer situation to help the customer resolve an issue.

Prior to the one day workshop each delegate will complete an online assessment. This will then be used in conjunction with feedback from the course to develop an action plan with your Talent Coach for future development.

Interested then please contact donna.bryson@clearviewminds for further details or email us at our info address below.