

# Bespoke training solutions: Serviced apartment industry



**Arioso**

# About us

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Ariosi, a provider of bespoke, independent and specialist advice to guide business objectives and lift standards within the serviced apartment industry.

The Ariosi team has worked within the serviced apartment industry for decades and we understand that each business and every challenge is unique.

Our experience shows that focusing on empowering and engaging employees, leads to improved productivity, performance, employee retention and loyalty.

Whether you're looking to fulfil a short term objective or develop a longer term L&D strategy, we're here to offer support. We deliver industry specific training courses and workshops and align the content with your businesses values and beliefs.

We look forward to partnering with you.

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For the latest updates, please contact [contact@ariosi.com](mailto:contact@ariosi.com) or call the Ariosi team on +44 (0)20 8168 8168.

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**WORKSHOPS**



## Bag the bucks!

A workshop exploring collaborative customer partnerships to reach all parties goals. Interlinking the value of each customer to your business alongside their needs. Strategies to support sales growth and timely account management, using your examples for comparison and discussion.

**Objectives:**



- Understand the customer relationship, their interests, and their options
- Define customer relationships based on their value to your business
- Adapt behaviour and communication styles to manage customer and management expectations



**Workshop time:** 3.5 hours.

## It's not personal

A forward-thinking workshop which embraces complaints for positive resolutions. Working through a structured process and managing a variety of relationships and communication styles throughout the journey. A selection of examples will be required for this workshop.



**Objectives:**

- Embrace the customer's perspective to determine their interests
- Increase confidence by managing a variety of communication styles
- Align expectations for transparency, trust and collaboration
- Strengthen relationships during conflict
- Using complaint handling frameworks for SMART resolutions



**Workshop time:** 3.5 hours.





## Planning for success

This short workshop gives the attendee an opportunity to share ideas, challenges and concerns around time management. Taking time out to consider what may be done differently for a more productive, enjoyable and manageable working week.

### Objectives:

- Working hard versus working SMART
- Understand the financial value of your time
- The impact of time management on organisational goals using the Eisenhower principle
- Impact of communication styles (including your own!)
- Recognising and overcoming distractions
- Support motivation and wellbeing



**Workshop time:** 3.5 hours.

## Powered by feedback

This workshop breaks down the negative assumptions around constructive feedback and discusses the short and long term benefits for the individual, the team and the business. Exploring inner dialogue, changing mindsets, and using a framework to support our behaviours and their consequences for positive outcomes.

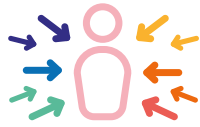


### Objectives:

- Normalise it!
- Understand your emotions and benefits of constructive feedback
- Work with a framework to support your emotions and goals
- Understand how to manage yourself
- Collaborative approach for continual improvement
- Proactive feedback – take ownership



**Workshop time:** 3.5 hours.



## Customer Centricity

A dynamic, forward thinking course, which builds on traditional customer service. An introduction to customer centricity; the ability of a Company to understand a customer's situations, perceptions, and expectations. Empowering employees to drive change and evolution based on customer feedback. A course for all departments!

### Objectives:

- Differences between customer service and customer centricity
- Understand a variety of relationships between internal and external customers
- The importance of active listening, questioning techniques and a variety of communication skills
- Introduction to DiSC behaviour tool
- Managing conflict for stronger relationships and customer retention



**Course time:** 7 hours across two modules. Includes a minimum of 5 group activities.

## In for the Win Win!

An interactive, thought-provoking course, which focuses on enhancing negotiation skills for confident interactions and positive outcomes. Unpeeling the negative assumptions and introducing a variety of negotiation styles, the negotiation process, and building customer relationships for a WIN WIN!




### Objectives:

- Overcome negative assumptions of negotiation
- Understand the steps for a successful negotiation
- The negotiation matrix: Relationships versus outcomes
- Types of negotiation and outcomes
- Why negotiations fail



**Course time:** 7 hours across two modules. Includes video, group activities and role play.






## Manager's Essential Toolbox

A motivating and confidence building course, designed to support first time and junior managers. An introduction to management and leadership skills, communication styles, coaching and feedback frameworks, employee engagement and the importance of empowering the team. Think customer centric – employees first!

- Objectives:**
- Define the qualities and skills of managers and leaders
  - The importance of flexible management styles
  - Understand various communication styles and their impact
  - Use a coaching framework to support goal setting and problem solving
  - How to manage conflict and difficult conversations
  - Employee loyalty: Engaged employees through support, development, career opportunities, recognition and more
- Course time:** 7 hours across two modules. Includes a minimum of 5 group activities.

## Train the trainer

Everyone is different! This course highlights the awareness of learning preferences and communication styles. Attendees will participate in discussion and activities around VAK learning preferences, questioning techniques and a feedback framework. They will practise the ABC framework to identify, plan, and deliver training.



- Objectives:**
- Understand the benefits of training for the trainee, trainer and the company.
  - Introduce a Training Needs Analysis (TNA) for all training.
  - Understand a variety of learning preferences.
  - Implement a framework to support planning and delivery of training.
  - The importance and value of feedback and follow up.

**Course time:** 7 hours across two modules. Includes a minimum of 5 group activities.



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**All courses and workshops are accredited by  
the Institute of Training & Occupational Learning**

Bespoke content is available for closed user groups

The Ariosi catalogue is evolving and new topics are currently being added

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