



L'AINE ACADEMY CONTINUOUS EDUCATION PROGRAM

2ND QUARTER, 2025

Leading High-Impact Teams

How to Build and Lead a Powerful, Successful Team.

14TH – 15TH MAY, 2025



WORKSHOP FORMAT

Course Duration: 2 Days

Facilitator: Mr. Clement Wiredu

FEE: GHC 2,500

COURSE OBJECTIVE:

This training aims to equip participants with essential leadership skills to build, manage, and sustain high-impact teams. Participants will gain practical insights, strategies, and tools to enhance team collaboration, resolve conflicts, leverage diversity, foster innovation, and improve emotional intelligence for effective leadership.



Training Mode: In-person

Venue: Sunlodge Hotel.

TRAINING MODULES

- Building High-Impact Teams
- Managing Team Conflict Effectively
- Leveraging Diversity for Team Success
- Enhancing Emotional Intelligence in Leadership
- Driving Team Creativity and Innovation
- Effective Decision-Making in Teams

WHO SHOULD ATTEND:

- Team Leaders, Managers, and Supervisors
- Project Managers and Functional Heads
- HR Professionals and Learning & Development Specialists
- Business Leaders and Entrepreneurs
- Individuals aspiring to lead high-performing teams

Email: papa.bawua@laineservices.com
Contact: +233 30 271 7039 / 0206854190
Website www.laineservices.com

**SCAN TO
REGISTER**



Revenue-Driven Customer Service

Turning Every
Interaction into Profit

28TH – 29TH TH MAY, 2025



WORKSHOP FORMAT

Course Duration: 2 Days

Facilitator: Mr. Clement Wiredu

FEE: GHC 2,500

COURSE OBJECTIVE:

This training equips participants with the skills and strategies to transform customer service interactions into revenue-generating opportunities. Participants will learn how exceptional service drives sales, customer retention, and referrals while mastering techniques for upselling, handling objections, and maximizing customer lifetime value.



Training Mode: In-person

Venue: Sunlodge Hotel.

TRAINING MODULES

- Understanding the Revenue Impact of Customer Service
- The Cost of Poor Service vs. The Value of Exceptional Service
- Upselling and Cross-Selling with Excellent Service
- Customer Retention Strategies for Higher Lifetime Value
- Maximizing Referrals through Service Excellence
- Handling Price Objections with Value-Based Service

WHO SHOULD ATTEND:

- Customer Service Representatives
- Sales Professionals & Account Managers
- Business Owners & Entrepreneurs
- Customer Experience (CX) Specialists
- Frontline Employees & Call Centre Agents

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**SCAN TO
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Leveraging AI for Business Development and Revenue Generation

AI Tools for Business Development

24TH – 25TH JUNE, 2025



WORKSHOP FORMAT

Course Duration: 2 Days

Facilitator: Mr. Clement Wiredu

FEE: GHC 3,000

COURSE OBJECTIVE:

This training equips participants with the knowledge and practical skills to integrate AI tools into business development strategies. Participants will explore how AI enhances customer relationship management, sales forecasting, lead generation, and marketing personalization to drive revenue growth.



Training Mode: In-person

Venue: Sunlodge Hotel.

TRAINING MODULES

- Understanding AI-Powered CRM Systems
- Chatbots and Virtual Assistants in Business
- Predictive Analytics for Business Growth
- AI in Lead Generation and Customer Targeting
- Personalization and AI-Driven Marketing
- Sales Automation with AI

WHO SHOULD ATTEND:

- Business Development Professionals
- Sales and Marketing Executives
- Entrepreneurs & Startups
- Customer Experience Specialists
- CRM & Data Analytics Professionals

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