



## Training Course Information Form

### Course Information

**Course Name:** Pioneering in Port Services

**Institute/Centre:** Port Training Institute      **Course Code:** L08

**Type:**       Program       Course       Workshop

**Course Duration:**       5 Days       3 Days       1 Days       Other

**Course Conducted:**       Local       International      Indicate: A.R.E

**Course Venue:** Anywhere

**Course Language:**       English       Arabic       Both       Other

### Course Description

#### Course Outlines:

1. Leadership in dealing with ports clients
2. Communication skills with ports clients
3. Basics of taking care of ports clients
4. Effective negotiation skills in dealing with customers and ports clients

#### Course Objectives:

- Identifying methods and techniques of communication with customers to earn their loyalty and the satisfaction of their desires.
- Training on the art of dialogue, interviews management as well as effective negotiation skills.

**Course Includes:**       Theoretical       Fire Training Module       Laboratory  
                                  Workshop       Site Visit

**Course Prerequisites:** None

**Who Should Attend:** All Administrations

**No. of Participants/Course:**       5-10       10-15       15-20       Other

#### Qualifications of Participants:

- Average as a Minimum

**No. of Lecturer:**       1       2       5

**No. of Assistance:**       1       2       3