



HM Government  
**G-Cloud**  
Supplier

Microsoft  
Partner  
Gold Cloud Platform



Strategic  
Partner



# Sage 200 Training

## Maximise the benefits of Sage 200



Sage



Cloud



Training



IT Services

- Utilise your Sage software to its full potential
- Access a wealth of system and process knowledge
- Customised training to suit your business requirements
- Training delivered at your office or our dedicated training suite

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 **Paradise**  
I.T. FOR BUSINESS



# Sage 200 Training

## Maximise the benefits of Sage 200

### Experienced Training for Sage 200

Paradise has been providing in-depth business training for Sage 200 since 1990. Our certified training staff have a wealth of experience and knowledge of Sage software and business processes, allowing you to get the most from this efficient accounting platform.

### Identify Fundamentals of Effective Communication

- What is effective communication?
- Main components of communication
- The five Ps of communication
- Communication Styles
- Communication Preferences - Visual, Auditory, Kinaesthetic
- Body Language

### Assertiveness

- What is assertiveness
- How assertive are you?
- Passive, Aggressive and Assertive behaviour
- Benefits of assertiveness
- Discover what others think of you (Johari Window)

### Questioning & Listening

- How to ask the right questions for the right reasons
- Questioning Techniques
- Avoid misunderstandings and overcome communication barriers
- Effective Listening Skills

### Influencing Skills

- Ways to influence and persuade
- Barriers to successful persuasion
- Successful Persuasion
- Emotional Intelligence
- Empathy to establish trust and communicate effectively

### Dealing with Conflict

- What is conflict?
- Conflict Types; competitive, collaborating, compromising, accommodating and avoiding
- How to reduce conflict Feedback
- Why feedback is important in effective communication
- Giving and receiving feedback
- tively communicate and 'sell' the plan to others

### Additional Information

Buffet lunch and free parking included for courses held at Paradise Training Centre.

Call 01604 655900 today or visit [www.paradisecomputing.co.uk](http://www.paradisecomputing.co.uk) to find out more about our business training courses or to design a bespoke training solution.



Sage



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