

MAKING LEARNING EASY FOR EVERYONE, EVERYWHERE

WHY TYSLA?


Customized
Sessions tailored to
meet the needs of
your organization

Passionate and
Enthusiastic
Trainers

Interactive,
Engaging &
Enriching Sessions

Flexible Venue,
Timings and Days

MORE INFORMATION

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THE YOUNG STUDIO LEARNING ACADEMY

TYSLA

CORPORATE
TRAININGS
BROCHURE

*Anyone who
keeps learning
stays young.*

HENRY FORD

WHAT TYSLA OFFERS:

SKILL-BASED COURSES

- **TRAINING THE TRAINER**
- **SELF CONFIDENCE, CORPORATE SOCIAL SKILLS & ETIQUETTE**
- **CUSTOMER SERVICE SKILLS WITHIN HEALTHCARE & HOSPITALITY INDUSTRY**
- **ADMINISTRATIVE ASSISTANT TRAINING**
- **CONCIERGE: ROLES, WORK ENVIRONMENT AND ETIQUETTES**
- **EFFECTIVE CUSTOMER CARE SKILLS AND TELEPHONE ETIQUETTE**
- **BUSINESS COMMUNICATION: VERBAL AND NON-VERBAL**
- **THE COMPLETE PRESENTATION SKILLS GUIDE FOR ALL OCCASIONS**
- **MASTERING GENERAL COMMUNICATION AND PUBLIC SPEAKING SKILLS**
- **MASTERING TIME MANAGEMENT AND ORGANIZATIONAL SKILLS AT WORK**

CUSTOMIZED TEAM BUILDING WORKSHOPS

- We unite your team with our purpose-driven team-building challenges by providing fun and meaningful objectives for employees to achieve together.
- Team building activities that are completely adaptable to meet any budget, any time frame, any location, any group size, and suitable for any kind of organization.
- We conduct activities that provide the perfect platform for workforces to develop stronger relationships with fellow colleagues while reflect and improve wellbeing.

MANAGEMENT COURSES

• **RETAIL: MERCHANDISING, SALES AND CUSTOMER COMMUNICATIONS**

Learn basic merchandising and communications skills involved in retail management.

- Discuss how to focus on the customer and their needs
- Explain how to employ expected workplace etiquette
- Outline the rules of appropriate telephone etiquette
- List how to deal with customer complaints effectively
- Describe how to deal with the stress caused by difficult customers.

• **BUILDING CUSTOMER RELATIONSHIPS (MANAGEMENT COURSE)**

Learn how a business can build and maintain strong bonds with customers with this management course.

• **LEADERSHIP SKILLS IN BUSINESS- MANAGING EMPLOYEES (MANAGEMENT COURSE)**

- Discover the hidden secrets of great leaders and managers and the four key areas to business success:
- Leadership skills;
- Management skills;
- How to Create a Great Business culture, and
- How to Build High-Performance Teams.

• **HUMAN RESOURCES - BEHAVIOR & DIVERSITY**

- Identify the components of an inclusive workplace
- Analyze issues critical to of diversity, equity and inclusion
- Explain how to create a more diverse and inclusive workplace

• **SUSTAINABILITY IN CORPORATIONS AND BUSINESSES**

Explore the notion of sustainability and how to maintain sustainable business practices.

- Analyze what makes a business sustainable
- Define the types of sustainable energy that can be used
- Identify corporate sustainability
- Indicate corporate social responsibility
- Recognize the pillars of corporate sustainability

OUR MISSION & VALUES

At TYSLA, we believe that every individual has the potential to achieve greatness. With our experienced and passionate trainers and diverse clientele, we help our learners reach their full potential.

We are dedicated to providing comprehensive training that sets our learners up for success.

SCAN ME FOR A DEMO SESSION

