



25. Mai 2015

PRESTON CONSULTING.

SETTING STANDARDS.

INDIVIDUAL COACHING.

In-house and/or on the phone/Skype.

Why shouldn't a weekly individual 30 min. coaching session become the new norm, not the ineffective/time-consuming 2 hourly group sessions?

PERSONAL ASSISTANT SUPPORT.

In-house and/or on the phone/Skype.

The tasks of a PA are wide and varied. I provide both support and coaching to review tasks & more importantly preview upcoming tasks.

E-MAIL COACHING. INDIVIDUAL COACHING (MAX. 30 MINS MONTHLY/QUARTERLY)

Prior to the first coaching session, a sample mail is written by the participants. This serves two purposes: 1. Decide who needs what kind of coaching; 2. Provide material for the first coaching session, in which I coach each participant individually. These mini coaching sessions can be repeated monthly/quarterly according to the needs of the participant.

TELEPHONE COACHING. BASIC WORKSHOP (GROUP/INDIVIDUAL). CUSTOMER SERVICES COACHING (GROUP/INDIVIDUAL). SCRIPT WRITING SUPPORT. MYSTERY CALLER SERVICE.

- Basic Workshop. Practice in everyday telephoning skills.
- Customer Services Coaching. Practice in everyday telephoning skills.
- Script Writing Support. Would you like to create scripts & put into practice?
- Mystery Caller Service. I investigate how well your employees communicate on the phone. I provide feedback & solutions as well as any necessary coaching.

You could also use my services to test job applicants: I call them, have a conversation with them and they have to write me a summary mail in English – to check written English.



**PRESENTATION COACHING.
PREPARATION SUPPORT & PRACTICE MAKES PERFECT.**

Preparation Support. I provide hand-on support during this difficult stage of preparation by proof-reading the slides & the script.

Practice Makes Perfect. Just like the adage says, practice it, film it, review it, and do it all over again until you feel confident that you are ready to go.

SOCIAL MEDIA SUPPORT.

English content support for your in-house expert.

My support ranges from a second pair of eyes before posting content to creating/writing English content with your in-house expert.

TRANSLATION SERVICE.

I have a dedicated translator at my side. Would you like revamp your webpage? Please talk to us about how to make it more 'native' friendly.

ANYTHING MISSING?

Trade Fair Coaching. Company Tour Coaching.

Do you have any coaching needs, which aren't included here? Please, get in touch and we'll work it out.

**BUSINESS ENGLISH BLOG.
WWW.TEATIMETITBITS.DE**

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