

Storm Season Training for Insurance Panel Builders or Trades



Learn Actionable Skills
Quality Trainers
Affordable

Let Us Help You Be Successful!



Quality Experienced Trainers

Established in September 2016, Kelso Consulting Australia provide writing and training services to Australia.

Our qualified and experienced writers and trainers have been working in the corporate world for more than 20 years with eleven years of this being in the insurance and construction industries.

Our Vision is "to be recognised as a trustworthy and proficient corporate writing and training business providing quality training and winning documents to our clients throughout Australia."

This is the approach we take for every client and every project. We want to ensure that we are providing a high quality service every time.

Kelso Consulting Australia conduct customised training workshop at your workplace specifically for your needs. Save time and money and have all your team trained simultaneously



What's It All About?

Is Your Team Ready for Storm Season?

Insurance companies and insurance panel builders or tradesman would now be looking at what resources they have on hand to make sure they are ready for this storm season.

What trades do they have ready to assist home or business owners affected by the storm? Do they have experienced staff that know how to deal with the volume of claims they will receive if a storm hits? Will they be able to meet the required Service Level Agreements? How will they handle the stress levels that storm season brings?

Is your team ready? Poor performance by your team during storm season could affect the ongoing relationship you have with your clients. You need to be ready to hit the ground running to restore homes and assist property owners immediately.

Do your staff have the skills needed to provide excellent customer service and deal with the volume of claims or jobs that you are likely to receive? Do you have the time to train them?

We are running a series of ½ day workshops for insurance builders or tradesman to help them prepare for this storm season. There are three half day workshops run over three weeks.

What You Will Learn

We Teach Skills That Can be Put Into Action Immediately

The topics covered in this series of workshops is:

- Preparation for storm season
- Time Management
- Team Work
- Strategic Thinking & Stress Control
- Ethics in Business – Transparency and Integrity
- Understanding KPI's and SLA's
- Meeting the Four Core Competencies – Quality, Cost, Timeliness and Customer Service
- Report Writing
- Procedure Documentation and Efficiencies
- Continuous Improvement

Let Us Help You Be Successful!

LOCATION

There is no need for you or your team to travel to a different location. We conduct customised training at your workplace or a location most convenient to you. If you don't have the space or staff numbers for a workshop why not join with an associate and share the cost.

CUSTOMISED TRAINING

Our experienced and professional trainers will provide quality content and skills that you can action immediately in your workplace.

Our experience has shown that sending a single employee to a training workshop will NOT improve your business. Yes, it will give skills to that one employee. But, how effective will that employee be in trying to implement these new skills into your business? There is a very high chance that within a week of attending the newly learned skills will be forgotten.

The most effective way to train your team is for everyone to attend the same training workshop.

We will customise a workshop specifically for your needs. We will train your team on the specific skills you request. We can offer a variety of topics. The most popular are:

- Customer Service Fundamentals
- Grammar, Punctuation & Spelling
- Leadership
- Hints and Tips for Microsoft Office Suite
- Team Building
- Telephone and Email Etiquette
- Time Management



PROPER PLANNING AND PREPARATION PREVENTS POOR PERFORMANCE

This workshop is designed as three 1/2 day workshops run over three weeks.

You will leave the workshop with skills that you can put into action immediately in your workplace. Your staff will be more engaged and be willing to work together as a team.

We will provide to all attendees a workbook and a Certificate of Attendance.

Attendance at our workshop for business purposes is tax deductible.

We want your business to be successful. You need well trained, efficient staff to make this happen.

Kelso Consulting Australia will continue to provide excellent, quality training at affordable prices.

Invest in your team and your business today.

Call us today! 07 3879 1949 or 0421 699 015

Visit our website for more information.

www.kelsoconsulting.com.au

What are you waiting for—you won't regret it.

Let Us Help You Be Successful!

**Maree Moreland— Owner, Writer & Trainer
Kelso Consulting Australia**

Maree has worked in senior management in the corporate world for more than 20 years, with 11 years of this being in the insurance and construction industry. Throughout this time, she has conducted many training workshops, one on one training of staff, group training and has been instrumental in the creation of company procedures and quality system.

As a Corporate Writer, Maree welcomes the challenge of turning a dull piece of text into something inspiring. There is nothing greater than seeing a proposal or tender be successful and provide additional revenue or a new client for a company.

In 1985 she commenced working as an office junior for a large accounting firm. Since that time, she has worked for a variety of industries including Property, Medical, Coal Testing & Mining, Export, Construction and Insurance.

Maree is as a Small Business Panel Mentor for the Mentor for Growth program run by Queensland State Government and is a recent finalist in the Stevie Business Awards for best Startup Business and Solo Female Entrepreneur.

In addition to her more than 20 years experience writing and training for businesses she has also attended many courses and seminars. These include:

- Advanced Diploma Business Management - Distinction
- Certificate Internal/External Auditor, Management Systems Auditing
- Certificate IV Project Management
- Screen Writing Essentials at National Institute of Dramatic Art (NIDA)
- Tender Workshop run by State Development Office of Qld
- Capability Statement Workshop run by State Development Office of Qld
- Certificate IV Information Technology

All of this experience is now available to you.



Training That Will
Change Your Business



**Kelso Consulting
Australia**

Let Us Help You Be Successful!

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