

# 4-Day Training Curriculum for GhanaPorts

## Day 1: Customer Service Excellence and Teamwork

### 1. Understanding Customer Service Excellence

- Importance of customer service in organizational success.
- Identifying and meeting the needs of diverse customers.
- Building a customer-centric culture.

### 2. Communication Skills for Superior Service

- Effective verbal and non-verbal communication.
- Active listening techniques to understand customer concerns.
- Managing difficult customer interactions with professionalism.

### 3. Problem-Solving and Conflict Resolution

- Steps to identify and resolve customer issues.
- Collaborative approaches to finding win-win solutions.
- Practical case studies and role-playing exercises.

### 4. Fostering Teamwork for Service Excellence

- Characteristics of high-performing teams.
- Building trust and collaboration among team members.
- Activities to enhance inter-departmental communication and synergy.

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## Day 2: Records and Health Information Management

### 5. Introduction to Records and Information Management

- The significance of accurate record-keeping in operational efficiency.
- Types of records and their lifecycle.
- Compliance with legal and organizational standards.

### 6. Best Practices in Health Information Management

- Understanding health information confidentiality and security.
- Processes for organizing, storing, and retrieving health records.
- Leveraging technology for efficient records management.

### 7. Digital Transformation in Records Management

- Using digital tools for effective documentation.
- Ensuring data integrity and protection.

- Practical demonstrations of record-keeping software.

### 8. Hands-On Workshop

- Simulated exercises on categorizing and organizing records.
  - Problem-solving scenarios to address common challenges in health information management.
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## Day 3: Emotional Intelligence and Mental Health

### 9. Foundations of Emotional Intelligence (EI)

- Understanding the components of EI: self-awareness, self-regulation, motivation, empathy, and social skills.
- The role of EI in workplace interactions and decision-making.
- Techniques for developing emotional intelligence.

### 10. Building Emotional Resilience

- Managing stress and emotional triggers in a high-pressure environment.
- Strategies for maintaining composure and productivity.
- Role-playing activities to practice EI skills in real-life scenarios.

### 11. Mental Health Awareness in the Workplace

- Recognizing signs of mental health challenges in oneself and colleagues.
- Promoting a supportive and stigma-free workplace culture.
- Techniques for managing stress and promoting mental well-being.

### 12. Tools and Resources for Mental Health Support

- Introduction to workplace mental health programs and initiatives.
  - Accessing professional support and self-help tools.
  - Group discussion on creating a mentally healthy workplace.
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## Day 4: Artificial Intelligence (AI) and Future Skills

### 13. Overview of AI in Modern Workplaces

- Understanding AI and its applications in port operations and customer service.
- Examples of AI-driven tools improving efficiency and decision-making.
- Implications of AI for the future of work.

### 14. Leveraging AI for Customer Service Excellence

## 4-Day Training Curriculum for GhanaPorts

- Chatbots and virtual assistants in customer interactions.
- Using data analytics to predict and meet customer needs.
- Hands-on demonstrations of AI tools relevant to the organization.

### 15. AI in Records Management and Health Information

- Automating data entry and record organization with AI.
- Ensuring data accuracy and minimizing human error.
- Practical examples of AI integration in health information systems.

### 16. Training Wrap-Up and Action Planning

- Summary of key learnings from all four days.
- Interactive feedback session with participants.
- Collaborative action planning to implement skills and knowledge in the workplace.

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This curriculum provides a balanced focus on technical, interpersonal, and future-ready skills, ensuring participants are well-equipped to excel in their roles and adapt to evolving workplace demands.