

## Trainer profile – Candida (Candy) Bowman



Candy is a communication skills specialist (with a BA in the subject). She has a participative training style to which she applies the principles of emotional intelligence and NLP.

She started training and managing teams in her first job with the advertising department at Times Newspapers. From there, she has held senior management roles, developed and run her own companies and successfully applied customer service principles to audience development in the music industry. Her view is that each encounter with every customer counts, to enhance either sales or reputation.

Candy has worked with a very wide range of **clients**, such as HSBC, the Post Office, EDF Energy, Devon County Council, Peter Brett Associates, Baker McKenzie, Sternberg-Reed, Napthens, Brachers LLP, KWW Solicitors, Devonshires, Carlisle College, Northwood College, SRK Consulting, Ashorne Hill Management College, Rotherham Doncaster & South Humber NHS Foundation Trust, Willmott Dixon, CDC Group, Talbot Underwriting, Owen White and Catlin, Hundred Houses Society, John Guest Ltd, Teignmouth Community School, Achieving for Children, Gray's Inn Estates, ENL Legal, PCF Bank, Bandvulc Tyres, MAC Communications, Solfix, Nightingale Hammerson, Collecta, BV Dairy, London Fire Brigade, Bravo Solutions, Acerta 24, South West Ambulance NHS Trust, Acheson & Acheson, Digital 1, The National Osteoporosis Society, Birmingham Law Society and The Disability Rights Commission. Candy is a particularly popular trainer with SMEs, law firms, NHS medical centres and private dental practices.

Subjects covered include:

- Reception perfection!
- Professional client communication
- Communication skills
- Outstanding customer service skills
- Delivering excellence via email & telephone
- Excellent customer care – incoming calls
- Body language: The hidden secret of communicating successfully
- Advanced listening skills
- Managing difficult customer behaviour

### Feedback

'Inspiring, a completely different approach to any receptionist course I have ever done.'

'The course was very informative and interesting – didn't even feel like you were in a classroom.'

'Very interesting, informative, enlightening, interactive.'

'Great for client communication skills.'

'Very enlightening.'

'It's a very good course to refresh and improve your knowledge. Thank you, Candy.'

'It was very interesting, engaging and provided tools on how to enhance communication skills and avoid negative habits in interpersonal communication.'

'An active course. Amazing! Thank you, Candy.'

*Candy is based in Somerset and London and works across the country.*