8.30 am  Tea and coffee served
8.45   Introduction by the Training Officer
9.00   Address by the General Manager
9.15   Company history, mission and objectives (slides and video
       Where possible)
9.45   Introduction to other senior staff
10.00  Coffee break, followed by a tour of premises
11.30  Safety, security and health issues
12.30pm Lunch
1.30   Communication
       Internal and external
       Meetings
       Newsletters
       Memos
       Suggestion programs
       Customer focus groups
2.00   Customers
       Internal and external
       Seeking customer feedback
       Value of customer feedback
       Anticipating needs
       Ideas and solutions
       Team efforts
       Incentive programs
2.45   Video – Customer focus group: closing the feedback loop
3.00   Coffee break
3.15 Training and career development
   In-house and external training
   Competency-based training
   Recognition of prior learning
   Performance appraisal
   Career progression
   Pay and incentives

4.00 Company mission (what we want to achieve) and ethics
   (how we would like to achieve it)

4.15 Being the customer – your opportunity

4.45 Discussion and close