

Course	Duration	\$	Feb	March	April	May	June	July	Aug	Sept	Oct	Nov
<b>Management Development</b>	Enhance Your Leadership Skills	1 day	515				22					
	Moving Into Management	2 days	1015			3-4				4-5		
	The Course for Team Leaders	4 days	1645	13-14&27-28			15-16&29-30		14-15&28-29			6-7&20-21
	Advanced Team Leaders Course	4 days	1645		23-24&6-7			17-18&31-1				
	The Final Step - The 9 Step Management Programme	4 days	1645									
	Achieving Higher Productivity With Your Staff	1 day	515						16			
	Essentials of Effective Project Management	1 day	515				8					
	Generation "Y" Managing and Motivating	1 day	515									
	How to Delegate Really, Really Well	1 day	515		30							
	How to Find "Time" to Manage	1 day	515					19				
	How to Manage Behaviours & Attitudes	1 day	515				17			20		
	How to Use the Tools of a Performance Mgt Process Effectively	1 day	515		22							
	How Your Leadership Can Affect the Motivation of Your Staff	1 day	515		2							
	Improve Profit & Productivity Through Serious Performance Mgt	1 day	515					21				
	Leadership Skills vs Management Skills	1 day	515					27				
	Leading Staff with a Skill Base Shortage	1 day	515									
	Making KPI's Measureable, Relevant & user Friendly	1 day	515				9					
	Managing Change in the Workplace	half day	295									
	Managing Staff in a Professional Environment	2 days	1015									
	Mentoring in The Workplace	1 day	490				27					
	Performance Management & Review Interviews	half day	295							18(am)		
	Staff Selection & Recruitment	1 day	515									
	Teaching Work Skills - How to Train Your Staff Effectively	1 day	515				18			21		
	The 4 Leadership Styles of an Effective Leader	1 day	515									
<b>Legislation</b>	Employment Related Legislation	1 day	515									
	Hazard Identification & Risk Assessment	half day	295		21(pm)							
	Negotiating Effectively with Unions	1 day	515									
	Performance Problems & Disciplinary Procedures	half day	295							18(pm)		
<b>Finance Development</b>	Accounting for Non Accountants	1 day	490									
	Credit Management/Debt Collection	1 day	490						9			
<b>Business Development</b>	All About Building Client Relationships	half day	295									
	All About Customer Care	half day	295									
	All About Telephone Techniques for Courtesy & Service	half day	295									
	Essential Selling Skills	1 day	490									
	How to Identify Those Hidden Costs	1 day	515		17							
	How to Write Up & Control SOP's	1 day	515		31							
	Improve Performance Through Service Level Agreements	1 day	515	16								
	Key Account Management	In-Company										
	Refining Your Operational Process	1 day	515					30				
	Root Cause Analysis for Effective Problem Solving	1 day	515									
	Sales With a Twist	half day	295		21(am)							
	Strategic Partnering - How to Make it Work	In-Company										
	Strategic Planning	In-Company										
	Supercharge Your Selling	In-Company										
	The Nine "IONS" to Upselling Your Service	1 day	490									
<b>Personal Development</b>	Assertiveness Skills	1 day	490				28					
	Body Language - Facts & Myths	half day	295				23(am)					
	Building The Best Team	In-Company										
	Building Your Self Confidence	1 day	490		8							
	Coping With Personalities & Behaviours	1 day	490					20				
	Dealing With Difficult People	1 day	490									
	Dealing with Irate & Frustrated Customers/Clients	1 day	490					7				
	Do You Float, Flutter, Fly or Flow?	1 day	490					4				
	Effective Business Report Writing	1 day	490									
	Essential Skills for PA's & Secretaries	1 day	490									
	Facilitating Effective Discussion Groups	half day	295								16(pm)	
	How to Get Through to You	1 day	490									
	How to Handle Differences in Other People	1 day	490		1							
	How to Reduce Conflict	1 day	490							6		
	Interpersonal Communication Skills	1 day	490				31					22
	Leadership of Effective Meetings	half day	295									
	Making the Most of Your Time	1 day	490				2					17
	Media Massage	half day	295					14(am)				
	Negotiation to Win	half day	295						8(pm)			
	Polished Presentation Skills	1 day	490									
	Polishing Your Skills - for Office & Administration Staff	1 day	490				3					
	Power Reading	1 day	490				11					27
	Stress Management - Forces of Life Change & You	half day	295							12(am)		
	Sun Tzu - "The Art of War" Interpretation & Application in Business	1 day	515	15								
	Surviving the Workplace Bully	1 day	490									
	The Brick Wall on your Path to Success	half day	295					20(am)				
	The Outstanding Receptionist/ Telephonist	half day	295				1(pm)					
	Think Fast, Speak Well	1 day	490				9					26
	Training The Trainer	2 days	1015					12-13				
	Why People Push Our Buttons	half day	295						23(am)			
	Write To Be Read	1 day	490				10					31

Starting dates and investments may be subject to change

Courses with no dates listed are available on request or in-company or through one on one coaching

All prices exclude GST

P O Box 1687, Dunedin 9054 • Phone (03) 453-4202  
Email: [vj.henderson@xtra.co.nz](mailto:vj.henderson@xtra.co.nz) • Webb: [www.vjhenderson.co.nz](http://www.vjhenderson.co.nz)

