

Course	Duration	\$	Feb	March	April	May	June	July	Aug	Sept	Oct	Nov
Management Development	Enhance Your Leadership Skills	1 day	490					25				
	Moving Into Management	2 days	955			11-12				11-12		
	The Course for Team Leaders	4 days	1645	20-21&6-7			12-13&26-27				30-31&13-14	
	Advanced Team Leaders Course	4 days	1645						7-8&21-22			
	The Final Step - The 9 Step Management Programme	4 days	1645									
	Achieving Higher Productivity With Your Staff	1 day	490							13		
	Essentials of Effective Project Management	1 day	490	22								
	Generation "Y" Managing and Motivating	1 day	490									
	How to Delegate Really, Really Well	1 day	490		28							
	How to Find "Time" to Manage	1 day	490								25	
	How to Manage Behaviours & Attitudes	1 day	490				25				17	
	How to Use the Tools of a Performance Mgt Process Effectively	1 day	490					26				
	How Your Leadership Can Affect the Motivation of Your Staff	1 day	490			10						
	Improve Profit & Productivity Through Serious Performance Mgt	1 day	490									
	Leadership Skills vs Management Skills	1 day	490					20				
	Leading Staff with a Skill Base Shortage	1 day	490									
	Making KPI's Measureable, Relevant & user Friendly	1 day	490					28				
	Managing Change in the Workplace	half day	280									
	Managing Staff in a Professional Environment	2 days	955									
	Mentoring in The Workplace	1 day	465				16					
	Performance Management & Review Interviews	half day	280			12(am)						
	Staff Selection & Recruitment	1 day	490									
	Teaching Work Skills - How to Train Your Staff Effectively	1 day	490		16						18	
	The 4 Leadership Styles of an Effective Leader	1 day	490									
Legislation	Employment Related Legislation	1 day	490									
	Hazard Identification & Risk Assessment	half day	280				10(am)					
	Negotiating Effectively with Unions	1 day	490									
	Performance Problems & Disciplinary Procedures	half day	280			12(pm)						
Finance Development	Accounting for Non Accountants	1 day	465					4				
	Credit Management/Debt Collection	1 day	465						29			
Business Development	All About Building Client Relationships	half day	280									
	All About Customer Care	half day	280									
	All About Telephone Techniques for Courtesy & Service	half day	280									
	Essential Selling Skills	1 day	465									
	How to Identify Those Hidden Costs	1 day	490	8								
	How to Write Up & Control SOP's	1 day	490				15					
	Improve Performance Through Service Level Agreements	1 day	490	9								
	Key Account Management	In-Company										
	Refining Your Operational Process	1 day	490					10				
	Root Cause Analysis for Effective Problem Solving	1 day	490						21			
	Sales With a Twist	half day	280		10(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	465									
Personal Development	Assertiveness Skills	half day	280			5(am)						
	Body Language - Facts & Myths	half day	280					12(am)				
	Building The Best Team	In-Company										
	Building Your Self Confidence	1 day	465				17					
	Coping With Personalities & Behaviours	1 day	465							26		
	Dealing With Difficult People	1 day	465									
	Dealing with Irrate & Frustrated Customers/Clients	1 day	465					6				
	Do You Float, Flutter, Fly or Flow?	1 day	465				18					
	Effective Business Report Writing	1 day	465									
	Essential Skills for PA's & Secretaries	1 day	465									
	Facilitating Effective Discussion Groups	half day	280						30(am)			
	How to Get Through to You	1 day	465									
	How to Handle Differences in Other People	1 day	465		15							
	How to Reduce Conflict	1 day	465							23		
	Interpersonal Communication Skills	1 day	465					29				15
	Leadership of Effective Meetings	half day	280									
	Making the Most of Your Time	1 day	465			3				4		
	Media Massage	half day	280							14(pm)		
	Negotiation to Win	half day	280		28(am)							
	Polished Presentation Skills	1 day	465									
	Polishing Your Skills - for Office & Administration Staff	1 day	465				15					
	Power Reading	1 day	465				1				18	
	Stress Management Techniques	half day	280							28(am)		
	Sun Tzu - "The Art of War" Interpretation & Application in Business	1 day	490					11				
	Surviving the Workplace Bully	1 day	465									
	The Brick Wall on your Path to Success	half day	280							2(am)		
	The Outstanding Receptionist/ Telephonist	half day	280				22(am)					
	Think Fast, Speak Well	1 day	465				2				19	
	Training The Trainer	2 days	955							15-16		
	Why People Push Our Buttons	half day	280							2(pm)		
	Write To Be Read	1 day	465				3				20	

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 • Webb: www.vjhenderson.co.nz

