

Course	Duration	\$	Feb	March	April	May	June	July	Aug	Sept	Oct	Nov
<b>Management Development</b>	Enhance Your Leadership Skills	1 day	490						24			
	Moving Into Management	2 days	955					3-4				
	The Course for Team Leaders	4 days	1645				8-9&22-23					
	Advanced Team Leaders Course	4 days	1645									
	Achieving Higher Productivity With Your Staff	1 day	490									
	Essentials of Effective Project Management	1 day	490					24				
	Generation "Y" Managing and Motivating	1 day	490									
	How to Delegate Really, Really Well	1 day	490		13							
	How to Find "Time" to Manage	1 day	490								16	
	How to Manage Behaviours & Attitudes	1 day	490				24					
	How to Use the Tools of a Performance Mgt Process Effectively	1 day	490									
	How Your Leadership Can Affect the Motivation of Your Staff	1 day	490		8							
	Improve Profit & Productivity Through Serious Performance Mgt	1 day	490									
	Leadership Skills vs Management Skills	1 day	490									1
	Making KPI's Measureable, Relevant & user Friendly	1 day	490									
	Managing Staff in a Professional Environment	2 days	955									
	Performance Management & Review Interviews	half day	280			11(am)						
	Staff Selection & Recruitment	1 day	490									
	Teaching Work Skills - How to Train Your Staff Effectively	1 day	490		27							
	The 4 Leadership Styles of an Effective Leader	1 day	490									
<b>Legislation</b>	Employment Related Legislation	1 day	490									
	Hazard Identification & Risk Assessment	half day	280		9(pm)							
	Performance Problems & Disciplinary Procedures	half day	280			11(pm)						
<b>Business Development</b>	All About Building Client Relationships	half day	280									
	All About Telephone Techniques for Courtesy & Service	half day	280									
	How to Identify Those Hidden Costs	1 day	490									
	How to Write Up & Control SOP's	1 day	490									
	Improve Performance Through Service Level Agreements	1 day	490									
	Refining Your Operational Process	1 day	490									
	Root Cause Analysis for Effective Problem Solving	1 day	490					19				
	Sales With a Twist	half day	280		9(am)							
	Strategic Planning	In-Company										
<b>Personal Development</b>	Assertiveness Skills	half day	280				30(pm)					
	Body Language - Facts & Myths	half day	280									
	Building Your Self Confidence	1 day	465									
	Coping With Personalities & Behaviours	1 day	465							25		
	Dealing with Irrate & Frustrated Customers/Clients	1 day	465					5				
	Facilitating Effective Discussion Groups	half day	280									
	How to Handle Differences in Other People	1 day	465		14							
	How to Reduce Conflict	1 day	465						9			
	Interpersonal Communication Skills	1 day	465					14				
	Making the Most of Your Time	1 day	465				31			12		
	Negotiation to Win	half day	280									
	Polished Presentation Skills	1 day	465									
	Polishing Your Skills - for Office & Administration Staff	1 day	465					21				
	Power Reading	1 day	465							28		
	Stress Management Techniques	half day	280								11(pm)	
	Sun Tzu - "The Art of War" Interpretation & Application in Business	1 day	490									
	The Brick Wall on your Path to Success	half day	280									
	The Outstanding Receptionist/ Telephonist	half day	280					20(pm)				
	Think Fast, Speak Well	1 day	465							29		
	Training The Trainer	2 days	955									
	Why People Push Our Buttons	half day	280									
	Write To Be Read	1 day	465							30		

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

