

Course	Duration	\$	Feb	March	April	May	June	July	Aug	Sept	Oct	Nov	Dec
Management Development	Enhance Your Leadership Skills	1 day	520				21						
	Moving Into Management	2 days	1030	22-23						16-17			
	The Course for Team Leaders	4 days	1695	15-16&1-2		10-11&24-25			2-3&16-17			4-5&18-19	
	Advanced Team Leaders Course	4 days	1695							30-31&13-14			
	The Final Step - The 9 Step Management Programme	4 days	1695										
	Achieving Higher Productivity With Your Staff	1 day	520					21					
	Enhancing Team Dynamics & Ownership	1 day	520				10						
	Essentials of Effective Project Management	1 day	520				14						
	Giving Constructive Feedback On The Run	half day	295			26(am)							
	How to Delegate & Task Allocate	1 day	520		13								
	How to Find "Time" to Manage	1 day	520				22						
	How to Manage Behaviours & Attitudes	1 day	520	24						1			
	How to Use the Tools of a Performance Mgt Process Effectively	1 day	520								21		
	How Your Leadership Can Affect the Motivation of Your Staff	1 day	520		14								
	Improve Profit & Productivity Through Serious Performance Mgt	1 day	520										
	Improve Your Organisational Skills	half day	295			26(pm)							
	Introducing Change Effectively for a Smooth Transition	half day	295	26(am)									
	Leadership Skills vs Management Skills	1 day	520								18		
	Maintaining Disciplines with Colleagues	half day	295				11(am)						
	Making KPI's Measureable, Relevant & User Friendly	1 day	520				24						
	Managing Staff in a Professional Environment	2 days	1030										
	Mentoring in The Workplace	1 day	520										
	Performance Management & Review Interviews	half day	295	3(am)									
NEW	Reducing the Risk in Selecting the Right People for Promotion	half day	295	19									
	Staff Selection & Recruitment	1 day	520										
	Teambuilding - A Formula That Works	half day	295	26(pm)									
	The D.O.P.E Test for Leaders - What's MyFit?	half day	295						4(am)				
Legislation	Employment Related Legislation	1 day	520										
	Performance Problems & Disciplinary Procedures	half day	295	3(pm)									
Business Development	Building Client Relationships	half day	295				21(am)						
	Engaging Our Customers	half day	295		12(am)				16(am)				
	How to Identify Those Hidden Costs	1 day	520		15								
	How to Write Up & Control SOP's	1 day	520					20					
	Improve Performance Through Service Level Agreements	1 day	520										
	Quality Assurance - A Shared Responsibility	1 day	520					22					
	Root Cause Analysis for Effective Problem Solving	1 day	520					9					
	Sales - An Everyday Process	half day	295		12(pm)				16(pm)				
	Sales With a Twist	half day	295			27(am)							
NEW	Strategic Planning	In-Company											
	Telephone Sales - An Everyday Process	half day	295	1(pm)									
	Telephone Techniques for Courtesy & Service	half day	295				22(am)						
	Triple 'A' - Analyse + Adapt + Adopt	1 day	520	26			18			2			
Personal Development	Assertiveness Skills	half day	295				21(pm)						
	Body Language - Facts & Myths	half day	295										
	Dealing With Difficult People & Other Personalities	1 day	520	18						15			
	Dealing with Irrate & Frustrated Customers/Clients	1 day	520			13							
	Developing Your Resilience Skills	half day	295	5(am)			25(am)				22(am)		
	Essential Skills for Personal & Executive Assistants	1 day	520						18				
	Event Management	half day	295	2(am)									
	Governance - An Introduction	In-Company											
	How to Handle Differences in Other People	1 day	520										
	How to Reduce Conflict	1 day	520					6					
NEW	How Unconscious Bias Can Impact on Workplace Diversity	1 day	520	4				9			8		
	Interpersonal Communication Skills	1 day	520			12						17	
	Making the Most of Your Time	1 day	520			13			17				
	Making Those Meetings Effective	half day	295										
	Polished Presentation Skills	1 day	520										
	Polishing Your Skills - for Office & Administration Staff	1 day	520			14							
	Positive Negotiations	half day	295										
	Power Reading	1 day	520					15					
	Prevention & Management of Workplace Bullying	half day	295					11(pm)					
	Recognising & Coping With Stress	half day	295	5(pm)			25(pm)				22(pm)		
	Sun Tzu - "The Art of War" Interpretation & Application in Business	1 day	520						5				
	Teaching Work Skills - Learn How to Train Your Staff Effectively	1 day	520	12				7			19		
	The D.O.P.E Test for Individuals & Teams - What's MyFit?	half day	295		25(am)								
	The Outstanding Reception / Telephonist	half day	295		1(am)								
	Think Fast, Speak Well	1 day	520					2			22		
	Training The Trainer	2 days	1030					16-17					
	Transactional Analysis - A Tool to Improve Workplace Relations	half day	295	25(pm)						4(pm)			
	Write To Be Read	1 day	520					1			21		

Starting dates and investments may be subject to change

All prices exclude GST

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

