

	Course	Duration	\$	Feb	March	April	May	June	July	Aug	Sept	Oct	Nov	Dec
<b>Management Development</b>	Enhance Your Leadership Skills	1 day	495							11				
	Moving Into Management	2 days	970				6-7				6-7			
	The Course for Team Leaders	4 days	1695	22-23&8-9				14-15&28-29					8-9&22-23	
	Advanced Team Leaders Course	4 days	1695						26-27&9-10					
	The Final Step - The 9 Step Management Programme	4 days	1695											
	Achieving Higher Productivity With Your Staff	1 day	495							26				
	Enhancing Team Dynamics & Ownership	1 day	495					30						
	Essentials of Effective Project Management	1 day	495					2						
	Giving Constructive Feedback On the Run	half day	290				5(am)							
	How to Delegate & Task Allocate	1 day	495				19							
	How to Find "Time" to Manage	1 day	495								21			
	How to Manage Behaviours & Attitudes	1 day	495			19					20			
	How to Use the Tools of a Performance Mgt Process Effectively	1 day	495										5	
	How Your Leadership Can Affect the Motivation of Your Staff	1 day	495		29									
	Improve Profit & Productivity Through Serious Performance Mgt	1 day	495											
	Improve Your Organisational Skills	half day	290				5(pm)							
	Introducing Change Effectively for a Smooth Transition	half day	290				21(am)							
	Leadership Skills vs Management Skills	1 day	495										11	
	Maintaining Disciplines with Colleagues	half day	290						15(am)					
	Making KPI's Measureable, Relevant & User Friendly	1 day	495						13					
Managing Staff in a Professional Environment	2 days	970												
Mentoring in The Workplace	1 day	495												
Performance Management & Review Interviews	half day	290		18(am)										
<b>**NEW**</b> Reducing the Risk in Selecting the Right People for Promotion	half day	290	25											
Staff Selection & Recruitment	1 day	495												
Teambuilding - A Formula That Works	half day	290				21(pm)								
The D.O.P.E Test for Leaders - What's MyFit?	half day	290									8(am)			
<b>Legislation</b>	Employment Related Legislation	1 day	495											
	Performance Problems & Disciplinary Procedures	half day	290		18(pm)									
<b>Business Development</b>	Building Client Relationships	half day	290				25(am)							
	Engaging Our Customers	half day	290		25(am)					2(am)				
	How to Identify Those Hidden Costs	1 day	495			22								
	How to Write Up & Control SOP's	1 day	495						12					
	Improve Performance Through Service Level Agreements	1 day	495											
	Quality Assurance - A Shared Responsibility	1 day	495							27				
	Root Cause Analysis for Effective Problem Solving	1 day	495					3						
	Sales - An Everyday Process	half day	290		25(pm)					2(pm)				
	Sales With a Twist	half day	290					16(am)						
<b>**NEW**</b>	Strategic Planning	In-Company												
	Telephone Sales - An Everyday Process	half day	290				31(am)							
	Telephone Techniques for Courtesy & Service	half day	290								1(am)			
	Triple 'A' - Analyse • Adapt • Adopt	1 day	495	11					30		24			
<b>Personal Development</b>	Assertiveness Skills	half day	290				12(am)							
	Body Language - Facts & Myths	half day	290											
	Dealing With Difficult People & Other Personalities	1 day	495		15							14		
	Dealing with Irrate & Frustrated Customers/Clients	1 day	495				20							
	Developing Your Resilience Skills	half day	290		19(am)				2(am)			29(am)		
	Essential Skills for Personal & Executive Assistants	1 day	495						5					
	Event Management	half day	290						6(am)					
	Governance - An Introduction	In-Company												
	How to Handle Differences in Other People	1 day	495											
	How to Reduce Conflict	1 day	495							12				
<b>**NEW**</b>	How Unconscious Bias Can Impact on Workplace Diversity	1 day	495			1			19			7		
	Interpersonal Communication Skills	1 day	495					17					10	
	Making the Most of Your Time	1 day	495		8					3				
	Making Those Meetings Effective	half day	290											
	Polished Presentation Skills	1 day	495											
	Polishing Your Skills - for Office & Administration Staff	1 day	495				11							
	Positive Negotiations	half day	290											
	Power Reading	1 day	495								15			
	Prevention & Management of Workplace Bullying	half day	290						15(pm)					
	Recognising & Coping With Stress	half day	290		19(pm)				2(pm)			29(pm)		
	Sun Tzu - "The Art of War" Interpretation & Application in Business	1 day	495							25				
	Teaching Work Skills - Learn How to Train Your Staff Effectively	1 day	495	24				1				28		
	The D.O.P.E Test for Individuals & Teams - What's MyFit?	half day	290		11(am)									
	The Outstanding Reception / Telephonist	half day	290				12(pm)							
	Think Fast, Speak Well	1 day	495				24				13			
	Training The Trainer	2 days	970				26-27							
	Transactional Analysis - A Tool to Improve Workplace Relations	half day	290		11(pm)						8(pm)			
	Write To Be Read	1 day	495				25				14			

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

