

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

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

