

Course	Duration	\$	Feb	March	April	May	June	July	Aug	Sept	Oct	Nov	Dec
Management	Enhance Your Leadership Skills	1 day	545				20						
Development	Moving Into Management	2 days	1080	21-22						15-16			
	The Course for Team Leaders	4 days	1795	14-15&28-1		9-10&23-24			1-2&15-16			3-4&17-18	
	Advanced Team Leaders Course	4 days	1795						29-30&12-13				
	A Manager's Road Map - Make Tomorrow's Vision Your Reality	4 days	1795				26-27&9-10						
	Achieving Higher Productivity Through Effective Leadership	1 day	545					19					
	Enhancing Team Dynamics & Ownership	1 day	545					22					
	Essentials of Effective Project Management	1 day	545				13						
	Giving Constructive Feedback On the Run	half day	310				12(am)						
	How to Delegate Or Task Allocate	1 day	545			5							
	How to Find "Time" to Manage	1 day	545					21					
	How to Manage Behaviours & Attitudes	1 day	545		24				31				
	How to Use the Tools of a Performance Mgt Process Effectively	1 day	545								19		
	How Your Leadership Can Affect the Motivation of Your Staff	1 day	545			6							
	Improve Profit & Productivity Through Serious Performance Mgt	1 day	545										
	Improve Your Organisational Skills	half day	310				12(pm)						
	Introducing Change Effectively for a Smooth Transition	half day	310		23(am)								
	Leadership Skills vs Management Skills	1 day	545								17		
	Maintaining Disciplines with Colleagues	half day	310					7(am)					
	Making KPI's Measureable, Relevant & User Friendly	1 day	545					23					
	Managing Staff in a Professional Environment	2 days	1080										
	Mentoring in The Workplace	1 day	545										
	Performance Development & Review Interviews	half day	310		2(am)								
	Reducing the Risk in Selecting the Right People for Promotion	half day	310	8									
	Staff Selection & Recruitment	1 day	545										
	Teambuilding - A Formula That Works	half day	310		23(pm)								
	The D.O.P.E Test for Leaders - What's MyFit?	half day	310						4(am)				
Legislation	Employment Related Legislation	1 day	545										
	Performance Problems & Disciplinary Procedures	half day	310		2(pm)								
Business	Building Client Relationships	half day	310				25(am)						
Development	Engaging Our Customers	half day	310			4(am)			15(am)				
	How to Identify Those Hidden Costs	1 day	545			21							
	How to Write Up & Control SOP's	1 day	545					18					
	Improve Performance Through Service Level Agreements	1 day	545										
	Quality Assurance - A Shared Responsibility	1 day	545						17				
	Root Cause Analysis for Effective Problem Solving	1 day	545					20					
	Sales - An Everyday Process	half day	310			4(pm)			15(pm)				
	Sales With a Twist	half day	310					7(am)					
	Strategic Planning	In-Company											
	Telephone Sales - An Everyday Process	half day	310					5(am)					
	Telephone Techniques for Courtesy & Service	half day	310						17(am)				
	Triple 'A' - Analyse • Adapt • Adopt	1 day	545	18				8		27			
Personal	Assertiveness Skills	half day	310				24(am)						
Development	Body Language - Facts & Myths	half day	310										
	Dealing With Difficult People & Other Personalities	1 day	545	16						14			
	Dealing with Irrate & Frustrated Customers/Clients	1 day	545				25						
	Developing Your Resilience Skills	half day	310			8(am)			21(am)		20(am)		
	Essential Skills for Personal & Executive Assistants	1 day	545				23						
	Event Management	half day	310						4(pm)				
	Governance - An Introduction	In-Company											
	How to Handle Differences in Other People	1 day	545										
	How to Reduce Conflict	1 day	545					5					
	How Unconscious Bias Can Impact on Workplace Diversity	half day	310			7(am)							
	Interpersonal Communication Skills	1 day	545				11					16	
	Making the Most of Your Time	1 day	545			5			16				
	Making Those Meetings Effective	half day	310				24(pm)						
	Polishing Your Skills - for Office & Administration Staff	1 day	545			6							
	Positive Negotiations	half day	310										
	Power Reading	1 day	545					7					
	Prevention & Management of Workplace Bullying	half day	310					7(pm)					
	Recognising & Coping With Stress	half day	310			8(pm)		21(pm)			20(pm)		
	Sun Tzu - "The Art of War" Interpretation & Application in Business	1 day	545						3				
	Teaching Work Skills - Learn How to Train Your Staff Effectively	1 day	545	17					6			18	
	The D.O.P.E Test for Individuals & Teams - What's MyFit?	half day	310		25(am)								
	The Outstanding Reception / Telephonist	half day	310						4(am)				
	Think Fast, Speak Well	1 day	545					9		26			
	Training The Trainer	2 days	1080					1-2					
	Transactional Analysis - A Tool to Improve Workplace Relations	half day	310		25(pm)				4(pm)				
	Write To Be Read	1 day	545					8		27			
NEW	Working With Diverse Cultures	half day	310		4(am)			8(am)			21(am)		

Starting dates may be subject to change
All courses are available on request in-company

All prices exclude GST

