

	Course	Duration	\$	Feb	March	April	May	June	July	Aug	Sept	Oct	Nov	Dec
Management	Enhance Your Leadership Skills	1 day	520							24				
Development	Moving Into Management	2 days	1030						26-27					
	The Course for Team Leaders	4 days	1795				2-3&16-17							
	Advanced Team Leaders Course	4 days	1795											
	A Manager's Road Map - Make Tomorrow's Vision Your Reality	4 days	1795											
	Achieving Higher Productivity Through Effective Leadership	1 day	520						15					
	Enhancing Team Dynamics & Ownership	1 day	520					29						
	Essentials of Effective Project Management	1 day	520			27								
	Giving Constructive Feedback On the Run	half day	305					1(am)						
	How to Delegate Or Task Allocate	1 day	520		31									
	How to Find "Time" to Manage	1 day	520								7			
	How to Manage Behaviours & Attitudes	1 day	520			13								
	How to Use the Tools of a Performance Mgt Process Effectively	1 day	520									5		
	How Your Leadership Can Affect the Motivation of Your Staff	1 day	520		9									
	Improve Profit & Productivity Through Serious Performance Mgt	1 day	520											
	Improve Your Organisational Skills	half day	305					1(pm)						
	Introducing Change Effectively for a Smooth Transition	half day	305						4(am)					
	Leadership Skills vs Management Skills	1 day	520									12		
	Maintaining Disciplines with Colleagues	half day	305											
	Making KPI's Measureable, Relevant & User Friendly	1 day	520											
	Managing Staff in a Professional Environment	2 days	1030											
	Mentoring in The Workplace	1 day	520											
	Performance Development & Review Interviews	half day	305		30(am)									
	Reducing the Risk in Selecting the Right People for Promotion	half day	305											
	Staff Selection & Recruitment	1 day	520											
	Teambuilding - A Formula That Works	half day	305						4(pm)					
	The D.O.P.E Test for Leaders - What's MyFit?	half day	305								21(am)			
Legislation	Employment Related Legislation	1 day	520											
	Performance Problems & Disciplinary Procedures	half day	305		30(pm)									
Business	Building Client Relationships	half day	305											
Development	Engaging Our Customers	half day	305				16(am)			24(am)				
	How to Identify Those Hidden Costs	1 day	520			29								
	How to Write Up & Control SOP's	1 day	520											
	Improve Performance Through Service Level Agreements	1 day	520											
	Quality Assurance - A Shared Responsibility	1 day	520							5				
	Root Cause Analysis for Effective Problem Solving	1 day	520				20							
	Sales - An Everyday Process	half day	305				16(pm)			24(pm)				
	Sales With a Twist	half day	305											
	Strategic Planning	In-Company												
	Telephone Sales - An Everyday Process	half day	305											
	Telephone Techniques for Courtesy & Service	half day	305											
	Triple 'A' - Analyse • Adapt • Adopt	1 day	520	9						22				
Personal	Assertiveness Skills	half day	305				3(am)							
Development	Body Language - Facts & Myths	half day	305											
	Dealing With Difficult People & Other Personalities	1 day	520		15							11		
	Dealing with Irrate & Frustrated Customers/Clients	1 day	520				31							
	Developing Your Resilience Skills	half day	305			22(am)			28(am)		23(am)			
	Essential Skills for Personal & Executive Assistants	1 day	520						26					
	Event Management	half day	305											
	Governance - An Introduction	In-Company												
	How to Handle Differences in Other People	1 day	520											
	How to Reduce Conflict	1 day	520							25				
	How Unconscious Bias Can Impact on Workplace Diversity	half day	305				26(am)							
	Interpersonal Communication Skills	1 day	520					15						
	Making the Most of Your Time	1 day	520				17			25				
	Making Those Meetings Effective	half day	305				3(pm)							
	Polishing Your Skills - for Office & Administration Staff	1 day	520				2							
	Positive Negotiations	half day	305											
	Power Reading	1 day	520											
	Prevention & Management of Workplace Bullying	half day	305											
	Recognising & Coping With Stress	half day	305			22(pm)			28(pm)		23(pm)			
	Sun Tzu - "The Art of War" Interpretation & Application in Business	1 day	520											
	Teaching Work Skills - Learn How to Train Your Staff Effectively	1 day	520		16							26		
	The D.O.P.E Test for Individuals & Teams - What's MyFit?	half day	305				14(am)							
	The Outstanding Reception / Telephonist	half day	305				13(am)							
	Think Fast, Speak Well	1 day	520							1				
	Training The Trainer	2 days	1030											
	Transactional Analysis - A Tool to Improve Workplace Relations	half day	305			14(pm)					21(pm)			
	Write To Be Read	1 day	520							2				
NEW	Working With Diverse Cultures	half day	305		11(am)				14(am)			6(am)		

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

All prices exclude GST

