

## 2024 Course Planner - Otago

	Course	Duration	\$	Feb	March	April	May	June	July	Aug	Sept	Oct	Nov	Dec
<b>Management</b>	Enhance Your Leadership Skills	1 day	560							7				
<b>Development</b>	Moving Into Management	2 days	1090				2-3				16-17			
	The Course for Team Leaders	4 days	1895	19-20&4-5				17-18&1-2				11-12&25-26		
	Advanced Team Leaders Course	4 days	1895						5-6&19-20					
	A Manager's Road Map - Make Tomorrow's Vision Your Reality	4 days	1895											
	Achieving Higher Productivity Through Effective Leadership	1 day	560						9					
	Enhancing Team Dynamics & Ownership	1 day	560			15								
	Essentials of Effective Project Management	1 day	560					6						
	Giving Constructive Feedback On the Run	half day	340				16(am)							
	How to Delegate Or Task Allocate	1 day	560				30							
	How to Find "Time" to Manage	1 day	560								3			
	How to Manage Behaviours & Attitudes	1 day	560			30					18			
	How to Use the Tools of a Performance Mgt Process Effectively	1 day	560									1		
	How Your Leadership Can Affect the Motivation of Your Staff	1 day	560		14									
	Improve Profit & Productivity Through Serious Performance Mgt	1 day	560											
	Improve Your Organisational Skills	half day	340				16(pm)							
	Introducing Change Effectively for a Smooth Transition	half day	340						8(am)					
	Leadership Skills vs Management Skills	1 day	560									14		
	Making KPI's Measureable, Relevant & User Friendly	1 day	560						18					
	Managing Staff in a Professional Environment	2 days	1090											
	Mentoring in The Workplace	1 day	560											
	Performance Development & Review Interviews	half day	340			29(am)								
	Reducing the Risk in Selecting the Right People for Promotion	half day	340											
	Staff Selection & Recruitment	1 day	560											
	Teambuilding - A Formula That Works	half day	340						8(pm)					
	The D.O.P.E Test for Leaders - What's MyFit?	half day	340								6(am)			
<b>Legislation</b>	Employment Related Legislation	1 day	560											
	Performance Problems & Disciplinary Procedures	half day	340			29(pm)								
<b>Business</b>	Building Client Relationships	half day	340						22(am)					
<b>Development</b>	Engaging Our Customers	half day	340		20(am)					7(am)				
	How to Identify Those Hidden Costs	1 day	560			16								
	How to Write Up & Control SOP's	1 day	560			10								
	Improve Performance Through Service Level Agreements	1 day	560					27						
	Quality Assurance - A Shared Responsibility	1 day	560						22					
	Root Cause Analysis for Effective Problem Solving	1 day	560					7						
	Sales - An Everyday Process	half day	340		20(pm)					7(pm)				
	Sales With a Twist	half day	340											
	Strategic Planning	In-Company												
	Telephone Sales - An Everyday Process	half day	340											
	Telephone Techniques for Courtesy & Service	half day	340											
	Triple 'A' - Analyse • Adapt • Adopt	1 day	560	23					5			18		
<b>Personal</b>	Assertiveness Skills	half day	340					18(am)						
<b>Development</b>	Body Language - Facts & Myths	half day	340				10(am)							
	Dealing With Difficult People & Other Personalities	1 day	560		11							15		
	Dealing with Irate & Frustrated Customers/Clients	1 day	560				15							
	Developing Your Resilience Skills	half day	340		15(pm)			21(am)				29(am)		
	Embracing Workplace Diversity	half day	340		15(am)			21(pm)				30(am)		
	Essential Skills for Personal & Executive Assistants	1 day	560				2							
	Event Management	half day	340											
	How to Handle Differences in Other People	1 day	560											
	How to Reduce Conflict	1 day	560							8				
	How Unconscious Bias Can Impact on Workplace Diversity	half day	340											
	Interpersonal Communication Skills	1 day	560					20					13	
	Making the Most of Your Time	1 day	560		19					6				
	Making Those Meetings Effective	half day	340					18(pm)						
	Polishing Your Skills - for Office & Administration Staff	1 day	560		7						10			
	Positive Negotiations	half day	340											
	Power Reading	1 day	560							14				
	Recognising & Coping With Stress	half day	340									29(pm)		
	Sun Tzu - "The Art of War" Interpretation & Application in Business	1 day	560								24			
	The D.O.P.E Test for Individuals & Teams - What's MyFit?	half day	340		8(am)									
	The Outstanding Reception / Telephonist	half day	340						22(pm)					
	Think Fast, Speak Well	1 day	560				20			12				
	Training The Trainer - Teaching Work Skills	1 day	560		7				3			31		
	Transactional Analysis - A Tool to Improve Workplace Relations	half day	340		8(pm)						6(pm)			
	Write To Be Read	1 day	560				21			13				

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

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