

Course	Duration	\$	Feb	March	April	May	June	July	Aug	Sept	Oct	Nov	Dec
Management	Enhance Your Leadership Skills	1 day	580				16						
Development	Moving Into Management	2 days	1130		17-18					18-19			
	The Course for Team Leaders	4 days	1985	17-18&3-4		5-6&19-20		4-5&18-19			5-6&19-20		
	Advanced Team Leaders Course	4 days	1985							1-2&15-16			
	A Manager's Road Map - Make Tomorrow's Vision Your Reality	4 days	1985										
	Achieving Higher Productivity Through Effective Leadership	1 day	580					14					
	Effective Coaching & Mentoring	1 day	580										
	Employment Related Legislation	By request											
	Enhancing Team Dynamics & Ownership	1 day	580							4			
	Essentials of Effective Project Management	1 day	580				22						
	Giving Constructive Feedback On the Run	half day	360				7(am)						
	How to Find "Time" to Manage	1 day	580					17					
	How to Manage Behaviours & Attitudes	1 day	580		19				20				
	How to Use the Tools of a Performance Mgt Process Effectively	1 day	580								29		
	How Your Leadership Can Affect the Motivation of Your Staff	1 day	580			2							
	Improve Profit & Productivity Through Serious Performance Mgt	1 day	580										
	Improve Your Organisational Skills	half day	360				7(pm)						
	Introducing Change Effectively for a Smooth Transition	half day	360		6(am)								
	Leadership Skills vs Management Skills	1 day	580								13		
	Making KPI's Measureable, Relevant & User Friendly	1 day	580			14							
	Managing Staff in a Professional Environment	2 days	1130										
	Performance Development & Review Interviews	half day	360		5(am)								
	Performance Problems & Disciplinary Procedures	half day	360		5(pm)								
	Reducing the Risk in Selecting the Right People for Promotion	half day	360										
	Staff Selection & Recruitment	1 day	580										
	Teambuilding - A Formula That Works	half day	360		6(pm)								
	The D.O.P.E Test for Leaders - What's MyFit?	half day	360						22(am)				
	To Delegate Or Task Allocate - Which One?	1 day	580			1							
Business	Building Client Relationships	half day	360					15(pm)					
Development	Engaging Our Customers	half day	360				21(am)		19(am)				
	How to Identify Those Hidden Costs	1 day	580			4							
	How to Prepare a Business Plan	By request											
	How to Write Up & Control SOP's	1 day	580				8						
	Improve Performance Through Service Level Agreements	1 day	580						21				
	Quality Assurance - A Shared Responsibility	1 day	580					17					
	Root Cause Analysis for Effective Problem Solving	1 day	580						8				
	Sales - An Everyday Process	half day	360				21(pm)		19(pm)				
	Strategic Planning	By request											
	Triple 'A' - Analyse • Adapt • Adopt	1 day	580	21				19		5			
Personal	Assertiveness Skills	half day	360		17(am)								
Development	Body Language - Facts & Myths	half day	360				23(am)						
	Dealing With Difficult People & Other Personalities	1 day	580	19						3			
	Dealing with Irrate & Frustrated Customers/Clients	1 day	580			3							
	Developing Your Resilience Skills	half day	360		20(am)			18(am)			16(am)		
	Embracing Workplace Diversity	half day	360		20(pm)			18(pm)			17(am)		
	Essential Skills for Personal & Executive Assistants	1 day	580					14					
	How to Handle Differences in Other People	1 day	580										
	How to Reduce Conflict	1 day	580					15					
	How Unconscious Bias Can Impact on Workplace Diversity	half day	360										
	Interpersonal Communication Skills	1 day	580				21					18	
	Making the Most of Your Time	1 day	580				19			18			
	Making Those Meetings Effective	half day	360					15(am)					
	Polishing Your Skills - for Office & Administration Staff	1 day	580				20						
	Positive Negotiations	half day	360										
	Recognising & Coping With Stress	half day	360								16(pm)		
	Sun Tzu - "The Art of War" Interpretation & Application in Business	1 day	580						7				
	The D.O.P.E Test for Individuals & Teams - What's MyFit?	half day	360				9(am)						
	The Outstanding Reception / Telephonist	half day	360		17(pm)								
	Training The Trainer - Teaching Work Skills	1 day	580	20				16			14		
	Transactional Analysis - A Tool to Improve Workplace Relations	half day	360				9(pm)		22(pm)				
	Work Shift, Mind Shift & Redundancy	By request											

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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