

Course	Duration	\$	Feb	March	April	May	June	July	Aug	Sept	Oct	Nov	Dec
<b>Management</b>	Enhance Your Leadership Skills	1 day	580						13				
<b>Development</b>	Moving Into Management	2 days	1130					22-23					
	The Course for Team Leaders	4 days	1985			12-13&26-27							
	Advanced Team Leaders Course	4 days	1985										
	A Manager's Road Map - Make Tomorrow's Vision Your Reality	4 days	1985										
	Achieving Higher Productivity Through Effective Leadership	1 day	580										
	Effective Coaching & Mentoring	1 day	580										
	Employment Related Legislation	By request											
	Enhancing Team Dynamics & Ownership	1 day	580										
	Essentials of Effective Project Management	1 day	580				16						
	Giving Constructive Feedback On the Run	half day	360					9(am)					
	How to Find "Time" to Manage	1 day	580							10			
	How to Manage Behaviours & Attitudes	1 day	580					25					
	How to Use the Tools of a Performance Mgt Process Effectively	1 day	580							25			
	How Your Leadership Can Affect the Motivation of Your Staff	1 day	580		12								
	Improve Profit & Productivity Through Serious Performance Mgt	1 day	580										
	Improve Your Organisational Skills	half day	360					9(pm)					
	Introducing Change Effectively for a Smooth Transition	half day	360					18(am)					
	Leadership Skills vs Management Skills	1 day	580								8		
	Making KPI's Measureable, Relevant & User Friendly	1 day	580										
	Managing Staff in a Professional Environment	2 days	1130										
	Performance Development & Review Interviews	half day	360	26(am)									
	Performance Problems & Disciplinary Procedures	half day	360	26(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					18(pm)					
	The D.O.P.E Test for Leaders - What's MyFit?	half day	360								23(am)		
	To Delegate Or Task Allocate - Which One?	1 day	580			10							
<b>Business</b>	Building Client Relationships	half day	360										
<b>Development</b>	Engaging Our Customers	half day	360				13(am)				7(am)		
	How to Identify Those Hidden Costs	1 day	580					2					
	How to Prepare a Business Plan	By request											
	How to Write Up & Control SOP's	1 day	580										
	Improve Performance Through Service Level Agreements	1 day	580										
	Quality Assurance - A Shared Responsibility	1 day	580					26					
	Root Cause Analysis for Effective Problem Solving	1 day	580					3					
	Sales - An Everyday Process	half day	360				13(pm)				7(pm)		
	Strategic Planning	By request											
	Triple 'A' - Analyse • Adapt • Adopt	1 day	580			16				12			
<b>Personal</b>	Assertiveness Skills	half day	360					23(am)					
<b>Development</b>	Body Language - Facts & Myths	half day	360										
	Dealing With Difficult People & Other Personalities	1 day	580		25						7		
	Dealing with Irrate & Frustrated Customers/Clients	1 day	580				28						
	Developing Your Resilience Skills	half day	360			15(am)		1(am)		30(am)			
	Embracing Workplace Diversity	half day	360			15(pm)		1(pm)		29(pm)			
	Essential Skills for Personal & Executive Assistants	1 day	580					22					
	How to Handle Differences in Other People	1 day	580										
	How to Reduce Conflict	1 day	580							27			
	How Unconscious Bias Can Impact on Workplace Diversity	half day	360										
	Interpersonal Communication Skills	1 day	580					11					
	Making the Most of Your Time	1 day	580			9				27			
	Making Those Meetings Effective	half day	360					23(pm)					
	Polishing Your Skills - for Office & Administration Staff	1 day	580				27						
	Positive Negotiations	half day	360										
	Recognising & Coping With Stress	half day	360							30(pm)			
	Sun Tzu - "The Art of War" Interpretation & Application in Business	1 day	580					4					
	The D.O.P.E Test for Individuals & Teams - What's MyFit?	half day	360			17(am)							
	The Outstanding Reception / Telephonist	half day	360										
	Training The Trainer - Teaching Work Skills	1 day	580			9					22		
	Transactional Analysis - A Tool to Improve Workplace Relations	half day	360			17(pm)					23(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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