

	Course	Duration	\$	Feb	March	April	May	June	July	Aug	Sept	Oct	Nov	Dec
Management Development	Enhance Your Leadership Skills	1 day	580		30									
	Moving Into Management	2 days	1130		16-17						16-17			
	The Course for Team Leaders	4 days	1985	16-17&2-3			4-5&18-19			3-4&17-18			4-5&18-19	
	Advanced Team Leaders Course	4 days	1985							31-1&14-15				
	A Manager's Road Map - Make Tomorrow's Vision Your Reality	4 days	1985											
	Achieving Higher Productivity Through Effective Leadership	1 day	580						15					
	Effective Coaching & Mentoring	1 day	580											
	Employment Related Legislation	By request												
	Enhancing Team Dynamics & Ownership	1 day	580						2					
	Essentials of Effective Project Management	1 day	580				21							
	Giving Constructive Feedback On the Run	half day	360				6(am)							
	How to Find "Time" to Manage	1 day	580					17						
	How to Manage Behaviours & Attitudes	1 day	580		18					5				
	How to Use the Tools of a Performance Mgt Process Effectively	1 day	580									22		
	How Your Leadership Can Affect the Motivation of Your Staff	1 day	580					15						
	Improve Profit & Productivity Through Serious Performance Mgt	1 day	580											
	Improve Your Organisational Skills	half day	360				6(pm)							
	Introducing Change Effectively for a Smooth Transition	half day	360		6(am)									
	Leadership Skills vs Management Skills	1 day	580									19		
	Making KPI's Measureable, Relevant & User Friendly	1 day	580											
	Managing Staff in a Professional Environment	2 days	1130											
Business Development	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							20(am)				
	To Delegate Or Task Allocate - Which One?	1 day	580			1								
	Building Client Relationships	half day	360							18(am)				
	Core Customer Service Skills	half day	360		20(am)		20(am)			4(am)				
	How to Identify Those Hidden Costs	1 day	580			2								
Personal Development	How to Write Up & Control SOP's	1 day	580				22							
	Improve Performance Through Service Level Agreements	1 day	580											
	Quality Assurance - A Shared Responsibility	1 day	580					18						
	Root Cause Analysis for Effective Problem Solving	1 day	580							6				
	Sales - An Everyday Process	half day	360					16(am)		17(am)				
	Triple 'A' - Analyse • Adapt • Adopt	1 day	580	19					1		3			
	Assertiveness Skills	half day	360					16(pm)						
	Body Language - Facts & Myths	half day	360					19(am)						
	Dealing With Difficult People & Other Personalities	1 day	580	18							2			
	Dealing with Irrate & Frustrated Customers/Clients	1 day	580		31									
Personal Development	Developing Your Resilience Skills	half day	360		19(am)				14(am)		18(am)			
	Effective Communication Skills	1 day	580				20						6	
	Embracing Workplace Diversity	half day	360		19(pm)				14(pm)		4(am)			
	Essential Skills for Personal & Executive Assistants	1 day	580					15						
	How to Handle Differences in Other People	1 day	580											
	How to Reduce Conflict	1 day	580					16						
	How Unconscious Bias Can Impact on Workplace Diversity	half day	360											
	Making the Most of Your Time	1 day	580		19		18			3				
	Making Those Meetings Effective	half day	360							17(pm)				
	Polishing Your Skills - for Office & Administration Staff	1 day	580				19							
Personal Development	Recognising & Coping With Stress	half day	360								18(pm)			
	Sun Tzu - "The Art of War" Interpretation & Application in Business	1 day	580					30						
	The D.O.P.E Test for Individuals & Teams - What's MyFit?	half day	360				7(am)							
	The Outstanding Reception / Telephonist	half day	360					17(am)						
	Training The Trainer - Teaching Work Skills	1 day	580		4			29				20		
	Transactional Analysis - A Tool to Improve Workplace Relations	half day	360				7(pm)			20(pm)				

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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