



## 2011 Training Calendar

COURSE TITLE	TARGET AUDIENCE	DURATION (DAYS)	COST (#)	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
Internal Customer Satisfaction and the Link to Customer Loyalty	All levels of personnel with back office responsibilities for frontline service	1	32,750	16				6			13		
Developing Personal Excellence for Higher Productivity	All levels of personnel with responsibilities for delivering significant business and results	2	52,500	23-24			29-30			6-7			
The Business Impact Accountabilities	Senior functional managers	2	57,750		13-14			27-28		21-22			
Emotional Intelligence –The Key to Leading Performance	Senior Managers, New Managers and Supervisors	1	40,750	30		11-12			3-4			4-5	
Mastering Execution-Where the Rubber Meets the Road	All personnel with clear-cut accountabilities and deliverables	2	52,750	9-10		18-19			10-11		19-20		
Achieving Personal Excellence	Supervisors, Managers and their Direct Reports	2	52,500		5-6		15-16		24-25				
Increasing Personal Organisational Savvy	Supervisors, Managers and their Direct Reports	1	40,750		25		7			13			
Mastering Leadership Accountability	Managers, Supervisors and other levels of Personnel with significant responsibilities for people and results	2	55,750	2-3			22-23			28-29		11-12	
Personal Accountability – The Habit of Getting Things Done	All levels of personnel	2	52,750			4-5		13-14			6-7		
Customer Service By Design	All personnel with responsibilities for delivering exceptional Customer service	1	35,750		28	26		21			27		
The Anatomy of an Accountable Leader	Personnel with Supervisory, Managerial and Leadership functions	2			7-8			19-20	17-18			18-19	
Time Management	Young Executives, Supervisors and Managers	1	32,500		12		21			15			
Business Writing and Presentation Savvy	Young Executives, Supervisors and Managers	2	52,750		26-27		1-2				25-26		
Well-Being for Enhanced Performance	Senior Executives, Directors and CEOs	1	75,500	26			4					11	

<b>Effective Supervision</b>	<b>Supervisors, First Line Managers and Newly Appointed Managers</b>	<b>1</b>	<b>35,750</b>	<b>9</b>			<b>9</b>		<b>31</b>				
<b>Managing for Performance – Delivering Results Through Others</b>	<b>Senior Managers, Supervisors and other levels of Personnel with significant responsibilities</b>	<b>1</b>	<b>35,750</b>		<b>29</b>			<b>5</b>		<b>1</b>			