

Practical Steps to Service Excellence – Open Course Calendar 2006

Course Title	May	June	July	Sept	Oct	Nov	Dec
Arranging and Running successful Customer Focus Groups	11 th	15 th	13 th	14 th	12 th	16 th	14 th
Emotional Intelligence at Work	10 th	14 th	12 th	13 th	11 th	15 th	13 th
ICS FirstImpressions™ 2 Day course	9 th Workshop 1a	13 th Workshop 2a	11 th Workshop 1b	12 th Workshop 2b	10 th Workshop 1c	14 th Workshop 2c	
Service Leadership	18 th	22 nd	20 th	21 st	19 th	23 rd	11 th
Understanding Customer Types	17 th	21 st	19 th	20 th	18 th	22 nd	7 th