

## OPEN COURSE CALENDAR 2006

Course title	March	April	May	June	September	October	November
Accelerated learning			9 <sup>th</sup> Tuesday	6 <sup>th</sup> Tuesday	12 <sup>th</sup> Tuesday	10 <sup>th</sup> Tuesday	
Administration skills		25 <sup>th</sup> Tuesday	16 <sup>th</sup> Tuesday				
Appraisal skills				7 <sup>th</sup> Wednesday	28 <sup>th</sup> Thursday		
Arranging & running successful customer focus groups		11 <sup>th</sup> Tuesday				4 <sup>th</sup> Wednesday	
Assertiveness skills			16 <sup>th</sup> Tuesday		28 <sup>th</sup> Thursday		
Benchmarking techniques				7 <sup>th</sup> Wednesday		10 <sup>th</sup> Tuesday	
Building a high performance team		12 Wednesday				5 <sup>th</sup> Thursday	
Business writing skills			16 <sup>th</sup> Tuesday				8 <sup>th</sup> Wednesday
Change management		11 <sup>th</sup> Tuesday			6 <sup>th</sup> Wednesday		
Coaching to improve performance		5 <sup>th</sup> Wednesday				4 <sup>th</sup> Wednesday	
Communication skills			10 <sup>th</sup> Wednesday			19 <sup>th</sup> Thursday	
Conflict & mediation skills		26 <sup>th</sup> Wednesday				11 <sup>th</sup> Wednesday	
Consultancy skills			10 <sup>th</sup> & 11 <sup>th</sup> Weds & Thurs	7 <sup>th</sup> & 8 <sup>th</sup> Weds & Thurs	19 <sup>th</sup> & 20 <sup>th</sup> Tues & Weds	10 <sup>th</sup> & 11 <sup>th</sup> Tue & Wed	
Counselling skills at work			2 <sup>nd</sup> Tuesday			12 <sup>th</sup> Thursday	

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Creative problem solving	29 <sup>th</sup> Wednesday				13 <sup>th</sup> Wednesday		
Customer service & selling skills	30 <sup>th</sup> Thursday					12 <sup>th</sup> Thursday	
Dealing with difficult situations			3 <sup>rd</sup> Wednesday			12 <sup>th</sup> Thursday	
Delivering excellent customer service face to face		25 <sup>th</sup> Tuesday				19 <sup>th</sup> Thursday	
Delivering high impact training sessions			4 <sup>th</sup> Thursday			17 <sup>th</sup> Tuesday	
Designing effective training interventions			9 <sup>th</sup> Tuesday			18 <sup>th</sup> Wednesday	
Developing self confidence & esteem			25 <sup>th</sup> Thursday			5 <sup>th</sup> Thursday	
Delegation & empowerment			23 <sup>rd</sup> Tuesday		27 <sup>th</sup> Wednesday		
Effective customer care on the telephone			11 <sup>th</sup> Thursday			19 <sup>th</sup> Thursday	
Effective customer relationship management		25 <sup>th</sup> Tuesday				12 <sup>th</sup> Thursday	
Effective feedback skills		25 <sup>th</sup> Tuesday				17 <sup>th</sup> Tuesday	
Effective minute taking skills		11 <sup>th</sup> Tuesday			19 <sup>th</sup> Tuesday		
Effective team participation			23 <sup>rd</sup> Tuesday			26 <sup>th</sup> Thursday	

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Emotional intelligence at work		26 <sup>th</sup> Wednesday			12 <sup>th</sup> Tuesday		
Evaluating the impact of training			16 <sup>th</sup> Tuesday		12 <sup>th</sup> Tuesday		
Facilitation skills			17 <sup>th</sup> Wednesday			17 <sup>th</sup> Tuesday	
Finance for non-financial managers	30 <sup>th</sup> Thursday					24 <sup>th</sup> Tuesday	
Handling complaints effectively		5 <sup>th</sup> Wednesday			22 <sup>nd</sup> Friday		
Handling disciplinary & grievance situations			18 <sup>th</sup> Wednesday			18 <sup>th</sup> Wednesday	
Influencing skills			3 <sup>rd</sup> Wednesday			18 <sup>th</sup> Wednesday	
Introduction to employment law		25 <sup>th</sup> Tuesday				12 <sup>th</sup> Thursday	
Introduction to leadership		11 <sup>th</sup> Tuesday			19 <sup>th</sup> Tuesday		
Introduction to management			23 <sup>rd</sup> Tuesday			26 <sup>th</sup> Thursday	
Managing & leading meetings			24 <sup>th</sup> Wednesday			25 <sup>th</sup> Wednesday	
Managing change effectively		11 <sup>th</sup> Tuesday			19 <sup>th</sup> Tuesday		
Managing performance			23 <sup>rd</sup> Tuesday				
Managing difficult people			3 <sup>rd</sup> Wednesday		12 <sup>th</sup> Thursday		

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Marketing for non-marketeers			9 <sup>th</sup> Tuesday				
Measuring customer satisfaction		6 <sup>th</sup> Thursday					
Motivating others			17 <sup>th</sup> Wednesday				
Mentoring skills			25 <sup>th</sup> Thursday				
Negotiation skills				6 <sup>th</sup> Tuesday		31 <sup>st</sup> Thursday	
Political intelligence at work							
Practical Facilitation Skills			23 <sup>rd</sup> & 24 <sup>th</sup> Tues & Weds	14 <sup>th</sup> & 15 <sup>th</sup> Weds & Thurs	19 <sup>th</sup> & 20 <sup>th</sup> Tues & Weds		
Preparing for appraisals				7 <sup>th</sup> Wednesday			
Preparing for selection interviews			9 <sup>th</sup> Tuesday			13 <sup>th</sup> Wednesday	
Presenting with impact				8 <sup>th</sup> Thursday			
Problem solving skills	29 <sup>th</sup> Wednesday					13 <sup>th</sup> Wednesday	
Project management skills			13 <sup>th</sup> Tuesday			3 <sup>rd</sup> Tuesday	
Recruitment and selection			9 <sup>th</sup> Tuesday			13 <sup>th</sup> Wednesday	
Report writing		5 <sup>th</sup> Wednesday				12 <sup>th</sup> Tuesday	
Selling in a customer service environment	30 <sup>th</sup> Thursday					12 <sup>th</sup> Thursday	

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Service leadership			24 <sup>th</sup> Wednesday			14 <sup>th</sup> Thursday	
Setting standards & service level agreements			11 <sup>th</sup> Thursday		29 <sup>th</sup> Friday		
Spiritual intelligence at work			25 <sup>th</sup> Thursday		19 <sup>th</sup> Tuesday		
Stress management			9 <sup>th</sup> Tuesday			17 <sup>th</sup> Tuesday	
Successful career management		4 <sup>th</sup> Tuesday	18 <sup>th</sup> Thursday	13 <sup>th</sup> Tuesday	7 <sup>th</sup> Thursday	19 <sup>th</sup> Tuesday	
Time management and organization		11 <sup>th</sup> Tuesday				19 <sup>th</sup> Thursday	
Understanding customer types			12 <sup>th</sup> Friday		28 <sup>th</sup> Thursday		
Understanding diversity at work		25 <sup>th</sup> Tuesday				24 <sup>th</sup> Tuesday	
Understanding personal preferences using MBTI		25 <sup>th</sup> Tuesday				17 <sup>th</sup> Tuesday	
Using NLP for business excellence	29 <sup>th</sup> Wednesday					26 <sup>th</sup> Thursday	
Using PRISM team dynamics to develop high performance teams			17 <sup>th</sup> Wednesday			26 <sup>th</sup> Thursday	
Using Strength Deployment Inventory (SDI) to develop high performing teams			9 <sup>th</sup> Tuesday			18 <sup>th</sup> Wednesday	