

OPEN COURSE CALENDAR 2006

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

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

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

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

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