

TRAINING CALENDAR 2016 | Management Training 2016

| HR MANAGEMENT | | D | JAN | FEB | MAR | APR | MAY | JUN | JUL | AGT | SEP | OKT | NOP | DES | FEE |
|---------------------------------------|---|---|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 001 | Human Resources Strategy | 2 | 07-08 | | 10-11 | | 25-26 | | 21-22 | | 15-16 | | 09-10 | | 3.950 |
| 002 | Human Resources Management | 2 | 05-06 | | 07-08 | | 23-24 | | 19-20 | | 13-14 | | 07-08 | | 3.450 |
| 003 | Human Resources Planning | 2 | | 09-10 | | 21-22 | | 13-14 | | 11-12 | | 25-26 | | 07-08 | 3.950 |
| 004 | Smart Interview, Selection, and Recruitment | 2 | | 11-12 | | 19-20 | | 15-16 | | 09-10 | | 27-28 | | 05-06 | 3.450 |
| 005 | NLP for Human Resources Communication | 2 | 11-12 | | 23-24 | | 23-24 | | 13-14 | | 05-06 | | 21-22 | | 3.450 |
| 006 | Training the Trainers | 3 | 13-15 | | 21-23 | | 25-27 | | 13-15 | | 07-09 | | 23-25 | | 5.250 |
| 007 | Performance Management & Appraisal | 2 | | 15-16 | | 05-06 | | 27-28 | | 18-19 | | 03-04 | | 21-22 | 3.950 |
| 008 | Job Analysis and Evaluation Techniques | 2 | | 17-18 | | 07-08 | | 29-30 | | 15-16 | | 05-06 | | 19-20 | 3.450 |
| 009 | A Guide to HR for New HR Staff | 2 | 19-20 | | 29-30 | | 09-10 | | 25-26 | | 19-20 | | 15-16 | | 3.450 |
| 010 | Finance Essentials for the HR Practitioner | 2 | | 23-24 | | 13-14 | | 07-08 | | 23-24 | | 11-12 | | 05-06 | 3.950 |
| 011 | Effective Solutions for Unacceptable Employee Behavior | 2 | | 25-26 | | 11-12 | | 23-24 | | 03-04 | | 13-14 | | 21-22 | 3.950 |
| 012 | The Comprehensive Guide to HR Management | 2 | | 03-04 | | 19-20 | | 21-22 | | 25-26 | | 17-18 | | 13-14 | 3.950 |
| 013 | Building and Managing Employee Relations | 2 | 21-22 | | 15-16 | | 03-04 | | 27-28 | | 07-08 | | 17-18 | | 3.950 |
| 014 | Personal Productivity | 2 | 27-28 | | 17-18 | | 19-20 | | 21-22 | | 15-16 | | 03-04 | | 3.950 |
| 015 | Talent Management | 2 | | 09-10 | | 25-26 | | 09-10 | | 29-30 | | 19-20 | | 15-16 | 3.950 |
| MANAGERIAL AND PERSONAL SKILLS | | D | JAN | FEB | MAR | APR | MAY | JUN | JUL | AGT | SEP | OKT | NOP | DES | FEE |
| 101 | Basic Presentation Techniques for the Beginners | 2 | 25-26 | | 03-04 | | 11-12 | | 19-20 | | 05-06 | | 21-22 | | 3.450 |
| 102 | Professional Report Writing Techniques | 2 | 21-22 | | 07-08 | | 17-18 | | 27-28 | | 07-08 | | 17-18 | | 3.450 |
| 103 | Effective Delegation & Task Management | 2 | | 11-12 | | 27-28 | | 09-10 | | 15-16 | | 27-28 | | 07-08 | 3.950 |
| 104 | Effective Communication & Interpersonal Skills | 2 | 11-12 | | 17-18 | | 19-20 | | 21-22 | | 15-16 | | 03-04 | | 3.450 |
| 105 | Dealing with Difficult People | 2 | 07-08 | | 15-16 | | 25-26 | | 19-20 | | 13-14 | | 07-08 | | 3.950 |
| 106 | Handling Conflict at Work Place | 2 | 13-14 | | 23-24 | | 03-04 | | 25-26 | | 19-20 | | 09-10 | | 3.950 |
| 107 | Etiquette & Personal Image for Professionals | 2 | | 15-16 | | 05-06 | | 21-22 | | 18-19 | | 03-04 | | 13-14 | 3.950 |
| 109 | Negotiation Skills for Purchasing Officer | 2 | 19-20 | | 29-30 | | 09-10 | | 21-22 | | 15-16 | | 09-10 | | 3.950 |
| 110 | Basic Problem Solving Techniques | 1 | 15 | | 31 | | 13 | | 22 | | 23 | | 14 | | 1.975 |
| 111 | Problem Solving & Decision Making | 2 | | 17-18 | | 07-08 | | 23-24 | | 09-10 | | 19-20 | | 19-20 | 3.950 |
| 112 | Management Essentials | 2 | | 23-24 | | 13-14 | | 07-08 | | 11-12 | | 25-26 | | 07-08 | 3.950 |
| 114 | Negotiation Skills: Achieving Successful Outcomes | 2 | 27-28 | | 07-08 | | 17-18 | | 27-28 | | 19-20 | | 07-08 | | 3.950 |
| 115 | Team Building, Mentoring & Coaching Skills | 2 | | 25-26 | | 11-12 | | 15-16 | | 29-30 | | 05-06 | | 15-16 | 3.950 |
| 116 | Advanced Communication Skills Workshop | 2 | | 03-04 | | 21-22 | | 13-14 | | 23-24 | | 11-12 | | 05-06 | 3.950 |
| 117 | Assertiveness Training | 2 | 25-26 | | 17-18 | | 03-04 | | 19-20 | | 21-22 | | 15-16 | | 3.450 |
| 118 | Basic of Time Management | 1 | 18 | | 11 | | 16 | | 21 | | 23 | | 11 | | 1.975 |
| 119 | Managerial Skills for Secretaries, Administration & Staff | 2 | | 09-10 | | 19-20 | | 09-10 | | 25-26 | | 13-14 | | 05-06 | 3.950 |
| 120 | Assertiveness Skills for Managers and Supervisors | 1 | | 19 | | 15 | | 17 | | 19 | | 07 | | 09 | 1.975 |
| 121 | Essentials of Finance & Accounting for Secretary & Admin | 2 | 21-22 | | 10-11 | | 03-04 | | 13-14 | | 27-28 | | 03-04 | | 3.950 |
| 122 | Understanding Financial Reports and Accounting Works | 2 | | 11-12 | | 21-22 | | 27-28 | | 25-26 | | 17-18 | | 07-08 | 3.950 |
| 123 | Effective Time Management Workshop | 2 | | 15-16 | | 25-26 | | 13-14 | | 03-04 | | 25-26 | | 15-16 | 3.450 |
| 124 | How to Write Effective Policies and Procedures | 2 | 05-06 | | 15-16 | | 25-26 | | 25-26 | | 19-20 | | 07-08 | | 3.950 |
| 125 | Effective Presentation Skills | 2 | | 17-18 | | 27-28 | | 07-08 | | 15-16 | | 27-28 | | 13-14 | 3.450 |
| 126 | Negotiating to Win | 2 | | 23-24 | | 13-14 | | 27-28 | | 18-19 | | 03-04 | | 19-20 | 3.950 |
| 127 | Excellent Critical Thinking Skills | 2 | 07-08 | | 17-18 | | 23-24 | | 13-14 | | 05-06 | | 23-24 | | 3.950 |
| 128 | Mastering Public Speaking | 2 | | 25-26 | | 11-12 | | 23-24 | | 09-10 | | 19-20 | | 21-22 | 3.450 |
| 129 | Creative Problem Solving | 2 | 13-14 | | 23-24 | | 11-12 | | 27-28 | | 07-08 | | 21-22 | | 3.950 |
| 130 | Organisational Skill | 2 | | 11-12 | | 21-22 | | 07-08 | | 11-12 | | 17-18 | | 21-22 | 3.950 |
| 131 | Writing Proposal | 2 | 11-12 | | 21-22 | | 09-10 | | 21-22 | | 21-22 | | 15-16 | | 3.450 |
| 132 | Managing Anger & Emotions in Workplace | 2 | | 23-24 | | 13-14 | | 15-16 | | 25-26 | | 05-06 | | 15-16 | 3.450 |
| 133 | Breaking Bad Communication Habits | 2 | | 25-26 | | 05-06 | | 29-30 | | 15-16 | | 27-28 | | 19-20 | 3.950 |
| 134 | Table Manner & Dinner Etiquettes | 2 | 19-20 | | 29-30 | | 19-20 | | 25-26 | | 05-06 | | 15-16 | | 3.450 |
| SALES, SERVICES, AND MARKETING | | D | JAN | FEB | MAR | APR | MAY | JUN | JUL | AGT | SEP | OKT | NOP | DES | FEE |
| 201 | Smart Selling Techniques | 2 | 05-06 | | 15-16 | | 25-26 | | 19-20 | | 07-08 | | 29-30 | | 3.450 |
| 202 | Service Quality Awareness (Mindset) | 2 | 07-08 | | 17-18 | | 09-10 | | 13-14 | | 27-28 | | 17-18 | | 3.450 |
| 203 | Front-liner Basic Skills | 2 | | 03-04 | | 11-12 | | 21-22 | | 03-04 | | 19-20 | | 13-14 | 3.450 |
| 204 | The Power of Your First Impression | 1 | | 5 | | 18 | | 17 | | 05 | | 21 | | 02 | 1.975 |
| 205 | Effective Collection From Customers Point of View | 2 | 13-14 | | 23-24 | | 11-12 | | 25-26 | | 21-22 | | 03-04 | | 3.450 |
| 206 | Marketing for Non Marketers | 1 | 15 | | 14 | | 13 | | 29 | | 09 | | 25 | | 1.975 |
| 208 | Change Management in Competitive Business | 1 | | 19 | | 29 | | 06 | | 19 | | 10 | | 09 | 1.975 |
| 209 | Customer Loyalty through CRM | 2 | | 09-10 | | 19-20 | | 29-30 | | 09-10 | | 13-14 | | 21-22 | 3.950 |
| 210 | Marketing Plan | 2 | | 17-18 | | 27-28 | | 07-08 | | 23-24 | | 11-12 | | 05-06 | 3.450 |
| 211 | The Outstanding Receptionist | 1 | 27 | | 07 | | 17 | | 25 | | 07 | | 17 | | 1.750 |
| 212 | Basic Telephone Skills | 1 | 28 | | 08 | | 18 | | 26 | | 08 | | 18 | | 1.750 |
| 213 | Selling Techniques for Banking Products | 2 | | 15-16 | | 25-26 | | 09-10 | | 18-19 | | 25-26 | | 15-16 | 3.750 |
| 214 | Call Center | 2 | 21-22 | | 10-11 | | 17-18 | | 27-28 | | 13-14 | | 09-10 | | 3.450 |
| 215 | Customer Service Excellent | 2 | | 11-12 | | 25-26 | | 15-16 | | 09-10 | | 13-14 | | 19-20 | 3.450 |
| 216 | Managing Customer Complaint Effectively | 2 | 19-20 | | 29-30 | | 19-20 | | 25-26 | | 15-16 | | 21-22 | | 3.450 |
| 217 | Understanding Consumer Behaviour | 2 | | 03-04 | | 27-28 | | 13-14 | | 03-04 | | 17-18 | | 13-14 | 3.450 |
| 218 | Customer Service Fundamentals | 2 | 25-26 | | 03-04 | | 23-24 | | 19-20 | | 29-30 | | 15-16 | | 3.450 |
| 219 | Psychology of Service in Action | 2 | | 23-24 | | 07-08 | | 23-24 | | 11-12 | | 05-06 | | 15-16 | 3.450 |
| 220 | Customer Relationship Management | 3 | 19-21 | | 15-17 | | 02-04 | | 27-29 | | 13-15 | | 07-09 | | 5.250 |
| 221 | Increasing Customer Satisfaction | 2 | 13-14 | | 23-24 | | 11-12 | | 25-26 | | 21-22 | | 03-04 | | 3.750 |
| ADMINISTRATION AND SECRETARIAL SKILLS | | D | JAN | FEB | MAR | APR | MAY | JUN | JUL | AGT | SEP | OKT | NOP | DES | FEE |
| 301 | Secretarial Skills for the New Secretary | 2 | 07-08 | | 17-18 | | 09-10 | | 19-20 | | 29-30 | | 09-10 | | 3.450 |
| 302 | Administration Skills | 2 | 11-12 | | 21-22 | | 11-12 | | 21-22 | | 05-06 | | 17-18 | | 3.450 |
| 303 | Secretary Excellence | 2 | | 17-18 | | 07-08 | | 29-30 | | 15-16 | | 05-06 | | 21-22 | 3.450 |
| 304 | Professional Filing & Records Management | 1 | | 19 | | 15 | | 20 | | 19 | | 07 | | 23 | 1.750 |
| 305 | Effective Office Management | 2 | 13-14 | | 23-24 | | 17-18 | | 25-26 | | 07-08 | | 21-22 | | 3.750 |
| 306 | Professional Business Writing for Secretary & Admin | 2 | 19-20 | | 07-08 | | 25-26 | | 13-14 | | 21-22 | | 29-30 | | 3.450 |
| 307 | Best Practices for Personnel Assistants & HR Staff | 2 | | 15-16 | | 05-06 | | 27-28 | | 11-12 | | 03-04 | | 19-20 | 3.450 |
| 308 | Strategic Skills for Secretary & Administration Staff | 2 | | 09-10 | | 19-20 | | 09-10 | | 18-19 | | 25-26 | | 13-14 | 3.750 |
| 309 | How to Support Multiple Bosses | 2 | | 11-12 | | 21-22 | | 07-08 | | 23-24 | | 11-12 | | 05-06 | 3.450 |
| 310 | The Indispensable Secretaries & Administrative Assistant | 2 | 21-22 | | 15-16 | | 23-24 | | 21-22 | | 13-14 | | 23-24 | | 3.750 |
| 311 | The Conference for Secretaries & Administrative Assistant | 1 | 21 | | 11 | | 27 | | 15 | | 15 | | 25 | | 1.950 |
| 312 | Mastering Meeting Management | 2 | | 25-26 | | 11-12 | | 29-30 | | 25-26 | | 13-14 | | 07-08 | 3.750 |
| MANAGEMENT LEADERSHIP DEVELOPMENT | | D | JAN | FEB | MAR | APR | MAY | JUN | JUL | AGT | SEP | OKT | NOP | DES | FEE |
| 401 | Moving from Staff Member to Supervisor | 2 | 19-20 | | 03-04 | | 25-26 | | 13-14 | | 05-06 | | 23-24 | | 3.750 |
| 402 | Basic Supervisory Skills | 2 | 21-22 | | 10-11 | | 03-04 | | 25-26 | | 15-16 | | 03-04 | | 3.450 |
| 403 | Leadership Skills for Supervisor | 2 | | 03-04 | | 13-14 | | 21-22 | | 03-04 | | 11-12 | | 21-22 | 3.750 |
| 404 | Management Skills for New Supervisors | 2 | | 09-10 | | 19-20 | | 21-22 | | 09-10 | | 19-20 | | 07-08 | 3.750 |
| 405 | Making the Transition to Management | 2 | 25-26 | | 07-08 | | 11-12 | | 27-28 | | 21-22 | | 07-08 | | 3.750 |
| 406 | Management Skills for New Managers | 2 | 27-28 | | 15-16 | | 23-24 | | 21-22 | | 19-20 | | 09-10 | | 3.750 |
| 407 | Successfully Managing People | 2 | | 15-16 | | 27-28 | | 15-16 | | 23-24 | | 03-04 | | 13-14 | 3.950 |
| 408 | Improving Your Managerial Effectiveness | 2 | | 17-18 | | 25-26 | | 13-14 | | 25-26 | | 05-06 | | 15-16 | 3.950 |
| 409 | Leadership & Influence Skills | 2 | 11-12 | | 21-22 | | 17-18 | | 25-26 | | 13-14 | | 17-18 | | 3.950 |
| 410 | Leadership Skills: Building Success Through Teamwork | 3 | | 09-11 | | 19-21 | | 27-29 | | 09-11 | | 17-19 | | 19-21 | 5.625 |
| 411 | Creative Leadership Workshop | 1 | | 12 | | 22 | | 30 | | 12 | | 20 | | 22 | 2.450 |
| 412 | Leadership Skills for Women | 2 | 13-14 | | 23-24 | | 19-20 | | 27-28 | | 07-08 | | 21-22 | | 3.950 |
| 413 | Making Better Decision Using MS Excel | 2 | | 17-18 | | 07-08 | | 23-24 | | 18-19 | | 05-06 | | 21-22 | 3.950 |
| 414 | How to Motivating Your Employee | 2 | 05-06 | | 10-11 | | 19-20 | | 13-14 | | 27-28 | | 29-30 | | 3.950 |
| 415 | Change Management: Leading & Managing the Change | 2 | | 23-24 | | 05-06 | | 13-14 | | 25-26 | | 19-20 | | 15-16 | 4.450 |
| 416 | Effective Goal-Setting & Planning Skills | 1 | 18 | | 31 | | 13 | | 18 | | 09 | | 11 | | 2.250 |
| 417 | Building a Positive, Motivated and Cooperative Team | 2 | 07-08 | | 21-22 | | | | | | | | | | |