

# Trust Management Centre

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## SINGAPORE TRAINING CALENDAR 2011

### Supervisory Skills

Flyer No	Title	Days	Fees	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
v001	Excellence in Supervision	2	350	3	1	1	1	3	1	1	1	2	3	2	2
v002	From Technical Specialist to Supervisor	2	350	5	9	3	4	5	1	4	2	5	5	3	5
v003	The New Supervisor	2	350	6	17	4	6	5	3	6	2	5	6	4	5
mflyer	Coaching Skills	2	350	6	25	8	8	9	3	8	3	8	6	8	8
mflyer	Managing Tricky Situations involving people	2	350	10	8	10	11	9	7	11	10	8	10	10	8
mflyer	Supervisor Development Training	2	350	12	18	23	15	13	8	15	12	12	12	23	12
mflyer	Time to be Effective	2	350	13	11	21	19	18	9	19	15	16	13	21	16
mflyer	Managing for Better Attendance	2	350	13	15	22	25	18	9	25	15	16	13	22	16
mflyer	Motivation in Practice	2	350	17	23	28	27	20	10	27	17	19	17	29	19
mflyer	Making Winning Presentations	2	350	17	22	7	28	20	12	28	17	19	17	8	19
mflyer	Effective Mentoring to Improve Employee's Productivity	2	350	19	8	8	30	23	13	30	19	21	19	8	21
mflyer	The Art of Delegation for Improved Productivity	2	350	20	17	14	25	23	13	25	19	21	20	14	21
mflyer	Effective Supervisory Skills	2	350	19	23	16	28	25	20	28	23	23	19	16	23
mflyer	Goal Setting for Results	2	350	24	1	15	29	25	13	29	23	23	24	15	23
mflyer	The Excellent Supervisor - Skills all Good Supervisors Must know	2	350	20	3	7	27	27	21	27	25	26	20	8	27
mflyer	Fundamental Management Skills for Supervisors	2	350	26	8	9	16	27	21	16	25	26	24	9	27
mflyer	Successful Events Management	2	350	27	9	21	13	30	21	13	31	28	27	21	28
mflyer	Coaching Skills Activity for Improved Performance Management	2	350	24	15	24	15	30	23	15	31	28	24	24	28
mflyer	Basic Accounting Principles and Practices for Non-Financial Personnel	2	350	24	17	30	18	4	25	18	16	28	24	30	28

### Change

Flyer No	Title	Days	Fees	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
v037	Coping With Workplace Change	2	350	4	1	3	4	4	6	4	3	2	4	3	2
v038	Managing Change at Work	2	350	6	9	5	6	11	13	6	3	11	6	5	11
v039	Managing Personal Change	2	350	10	17	7	8	18	20	8	11	20	10	7	20
v040	Understanding Organisational Change	2	350	13	25	10	12	25	27	12	18	26	13	10	26

Flyer No	Title	Days	Fees	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
v057a	Telephone Courtesy and Customer Service - 1 Day	1	200	6	4	7	26	5	22	26	11	7	6	8	7
v057	Telephone Courtesy and Customer Service	2	350	13	10	9	13	12	16	13	17	14	13	9	14
mflyer	Call Centres: Maximising Performance	2	350	20	17	11	6	19	10	6	24	21	20	11	21
mflyer	Telephone Skills for Call Centres	2	350	27	22	8	4	26	1	4	31	21	27	8	21

## Telephone Skills

Flyer No	Title	Days	Fees	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
v058	Call Centre Success	2	350	5	7	15	11	9	5	11	10	6	5	15	6
mflyer	Effective Telephone Skills to Project a Professional & Dynamic	2	350	12	10	17	13	16	12	13	12	6	12	17	6
mflyer	Successful Telesale - Create More Profit through the Phone	2	350	19	17	8	14	23	19	14	15	15	19	8	15
mflyer	Quality Calls	2	350	26	24	10	20	30	26	20	16	18	24	10	18
mflyer	Effective Telephone Techniques and Receptionist Skills	2	350	27	25	30	26	30	27	26	23	21	27	30	21

## Productivity

Flyer No	Title	Days	Fees	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
v070	Achieving Results	2	350	4	1	7	27	4	4	27	10	2	4	8	2
v071a	The Administrative Assistant - 1Day	1	200	7	10	9	24	11	11	24	17	9	7	9	9
v071	The Administrative Assistant	2	350	11	17	11	8	18	18	8	24	16	11	11	16
v072	Plan Your Work : Work Your Plan	2	350	13	19	14	11	25	25	11	24	23	13	14	23
v073	Successful Self-Management	2	350	19	24	16	19	6	6	19	26	30	19	16	28
v074	Managing Anger	2	350	20	26	21	21	13	13	21	26	30	20	21	28
v075	Managing for Commitment	2	350	25	7	23	8	20	20	8	31	9	25	23	9
v076	Managing Negative People	2	380	27	9	25	9	27	27	9	31	8	27	25	8
v077	Partners in Performance	2	350	26	14	15	19	27	27	19	31	15	24	15	15

## Presentation Skills

Flyer No	Title	Days	Fees	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
v098	Effective Presentation Skills	2	350	5	9	10	3	4	6	3	3	5	5	10	5
v099	Technical Presentation Skills	2	350	13	1	17	6	18	16	6	10	12	13	17	12
v100	Using Visual Aids	2	350	20	23	24	8	25	24	8	17	19	20	24	19

Flyer No	Title	Days	Fees	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
mflyer	Making the Most Of Your Time	2	350	5	1	7	26	19	6	26	3	6	5	8	6
mflyer	Make Every Minute Count	2	350	6	7	14	25	12	13	25	4	13	6	14	13
mflyer	Managing Your Time	2	350	12	4	21	13	4	20	13	4	21	12	21	21
mflyer	How to be a better Time Manager	2	350	13	8	28	11	6	27	11	5	28	13	28	28
mflyer	Effective Time Management - Save Time & Money - Tips	2	350	19	9	30	6	4	7	6	10	19	19	30	19
v101	Office Management	2	350	20	11	16	8	27	14	8	10	16	20	16	16
v102	Personal Time Management	2	350	25	17	18	4	18	21	4	12	23	25	18	23
v103	Professionalism in the Office	2	350	26	23	21	8	10	27	8	12	5	27	21	5
v104	The Telephone and Time Management	2	350	27	17	25	7	4	27	7	23	14	27	25	14

## Self Improvement

Flyer No	Title	Days	Fees	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
v105	Achieving Job Satisfaction	2	350	27	1	1	13	19	4	13	10	5	27	1	5
v106	Attitude	2	350	19	11	3	17	12	4	17	10	14	19	3	14
v107	Concentration	2	350	13	17	5	4	4	6	4	17	22	13	5	22
v108	Critical Thinking	2	350	11	25	9	8	6	6	8	17	23	11	9	23
v109	Developing Positive Assertiveness	2	350	20	1	13	9	4	8	9	24	24	20	13	24
v110	Developing Self-Esteem	2	350	24	10	21	4	27	8	4	24	16	27	21	16
v111	Ethnics in Business	2	350	5	9	16	7	18	12	7	26	24	5	16	24
v112	Finding Your Purpose	2	350	4	14	18	11	10	20	11	26	7	4	18	7
v113	Memory Skills in Business	2	350	13	18	23	14	4	20	14	31	5	13	23	5
v114	Risk Taking	2	350	6	7	24	27	6	29	27	31	2	6	24	2

## Peer Relations & Appearance

Flyer No	Title	Days	Fees	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
v117	Business Etiquette & Professionalism	2	350	6	1	9	19	25	5	19	3	5	6	9	5
v118	Improving Peer Relationships	2	350	4	10	11	11	18	5	11	10	7	4	11	7
v119	Influence	2	350	13	17	16	14	11	7	14	12	12	13	16	12
v120	Influencing Others	2	350	18	24	17	1	4	7	1	16	15	18	17	15
v121	Managing Upward	2	350	25	9	18	8	5	13	8	17	20	24	18	20
v122	Office Politics	2	350	27	14	23	5	5	21	5	19	23	27	23	23
v123	Personal Counselling	2	350	13	11	8	25	19	27	25	24	26	13	8	27
v124	Winning at Human Relations	2	350	6	1	2	26	26	29	26	26	30	6	2	30

## Adult Learning

Flyer No	Title	Days	Fees	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
v125	Basic Business Math	2	350	6	10	3	4	25	6	4	3	5	6	3	5
v126	Formatting Letters and Reports	2	350	20	17	5	11	18	1	11	10	12	20	5	12
v127	Improve Your Reading, Improve Your Job	2	350	12	24	10	18	11	13	18	17	15	12	10	15
v128	Study Skills Strategies	2	350	18	11	16	25	4	20	25	24	21	18	16	21
v129	Successful Life Long Learning	2	350	27	1	21	27	5	27	27	24	26	27	21	27
v130	Vocabulary Improvement	2	350	13	8	31	27	26	27	27	31	29	13	31	7

## Stress, Well-Being & Retirement

Flyer No	Title	Days	Fees	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
mflyer	Stress Management At Work	2	350	4	10	2	6	25	7	6	5	6	4	2	6
mflyer	Responding to Stress	2	350	6	17	10	13	18	14	13	12	13	6	10	13
mflyer	Stress Management - Reducing Stress at Work	2	350	20	24	4	20	11	14	20	19	1620	20	4	27
mflyer	Managing Pressure and Using Stress Positively	2	350	27	11	6	27	4	21	27	19	21	27	6	21
mflyer	101 Ways to Manage Workplace Stress	2	350	13	1	23	9	5	21	9	26	23	13	23	23
v133	Managing Stress for Mental Fitness	2	350	18	8	24	9	26	28	9	26	29	18	24	29
v134	Stress that Motivates	2	350	20	25	7	4	19	28	4	31	30	20	7	28

## Manufacturing, Inventory & Quality

Flyer No	Title	Days	Fees	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
v041	Basics of Inventory Management	2	350	12	10	2	1	19	2	1	3	5	12	2	5
v042	Basics of Manufacturing	2	350	6	17	8	4	12	9	4	10	7	6	8	7
v043	Benchmark Basics	2	350	20	24	12	6	4	16	6	17	9	20	12	9
v044	Building a Total Quality Culture	2	350	19	11	14	14	6	23	14	24	15	19	14	15
v045	JIT Forecasting & Master Scheduling	2	350	27	1	21	19	13	30	19	24	21	27	21	21
v046	The Continuously Improving Self	2	350	6	8	23	19	27	2	19	26	23	6	23	23
mflyer	Quality Organisation - Guidelines and Ideas	2	350	13	25	28	21	18	2	21	26	27	13	29	27
mflyer	Achieving Excellence	2	350	12	17	30	25	10	9	25	31	29	12	30	29
mflyer	Winning Management - 6 Fail Safe Strategies for Building High Performance	2	350	25	2	22	26	4	9	26	12	30	25	22	27
mflyer	Implementing TQM	2	350	20	25	25	28	20	16	28	12	14	20	25	14
v047	TQM	2	350	6	17	15	28	18	30	28	19	5	6	15	5

## Communication & Interpersonal Skills

Flyer No	Title	Days	Fees	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
v083	Communicating With Employees	2	350	4	1	1	1	3	1	1	1	6	4	2	6
v084	Effective Meeting Skills	2	350	5	10	5	4	5	1	4	1	13	5	5	13
v085	Emotional Intelligence Works	2	350	6	17	19	4	5	3	4	3	20	6	19	20
v086	Making Humour Work	2	350	11	24	17	6	13	3	6	3	27	11	17	27
v087	The Art of Communicating	2	350	13	11	19	7	11	6	7	5	22	13	19	22
v088	Thinking On Your Feet	2	350	12	1	23	11	6	6	11	5	15	12	23	15
v048	Writing Effective E-Mail	2	350	18	7	24	11	10	7	11	10	17	18	24	17
v089a	Better Business Writing - 1 Day	1	200	19	25	3	14	10	7	14	10	7	19	3	7
v089	Better Business Writing	2	350	20	17	5	16	12	8	16	12	20	20	5	20
v090	Clear Writing	2	350	20	7	30	18	18	8	18	16	21	20	30	21
v091	Fat-Free Writing	2	350	24	25	16	19	13	10	19	16	23	24	16	23
v091 230408	Fat-Free and Effective Email Writing	1	200	26	17	18	19	13	10	19	18	15	24	18	15
v092	Powerful Proofreading Skills	2	350	6	1	21	25	20	13	25	18	6	6	21	6
v093	Technical Writing in the Corporate World	2	350	12	10	24	25	20	13	25	20	9	12	24	9
v094	The Building Blocks of Business Writing	2	350	27	17	8	25	20	15	25	24	13	27	8	13
mflyer	Writing Business Proposals & Reports	2	350	13	24	3	29	23	15	29	24	7	13	3	7
mflyer	Writing Fitness	2	350	13	11	4	29	23	17	29	26	13	13	4	13
mflyer	Writing that Sells	2	350	18	1	10	8	25	17	8	26	20	18	10	20
mflyer	Letter Writing Made Easy	2	350	19	8	46	12	25	20	12	31	1	19	46	1
mflyer	Creating an Impact in Business Writing	2	350	20	25	18	13	27	20	13	31	19	20	18	19
mflyer	Writing A Successful Resume	2	350	12	17	21	15	27	21	15	2	20	12	21	20
mflyer	Effective Report Writing	2	350	19	1	25	15	30	23	15	2	21	19	25	21
mflyer	Write Well in the Office (With Correct Grammar)	2	350	25	25	28	18	30	23	18	4	23	25	29	23
mflyer	The Techniques Of Writing Minutes	2	350	18	17	30	20	11	24	20	4	24	18	30	24
mflyer	How to Be Better At Writing Reports & Proposals - 1 Day	1	200	6	2	14	25	11	24	25	11	27	6	14	27
mflyer	How to Be Better At Writing Reports & Proposals	2	350	11	10	18	27	13	22	27	13	28	11	18	28
mflyer	Writing Proposals / Flyers That Sell	2	350	12	17	3	28	18	27	28	13	30	12	3	27
mflyer	Effective Business Writing	2	350	13	24	18	29	18	27	29	15	13	13	18	13
mflyer	Business Writing Toolkit	2	350	18	11	23	1	20	2	1	16	22	18	23	22
mflyer	Business English	2	350	20	1	15	4	20	1	4	16	5	20	15	5
mflyer	Dealing with Difficult and Aggressive Behaviour	2	350	13	8	14		23	1		17	12	13	14	12
mflyer	Effective Meetings	2	350	27	25	8	4	23	3	4	17	2	24	8	2
mflyer	Using Emotional Intelligence At Work	2	350	12	17	7	6	25	6	6	18	5	12	7	5
mflyer	Influencing Skills	2	350	4	7	1	6	25	8	6	19	8	4	1	8
mflyer	Listening Skills	2	350	5	25	16	7	27	8	7	20	22	5	16	22
mflyer	Managing Conflict	2	350	6	17	24	8	27	10	8	20	19	6	24	19
mflyer	Powerful Negotiation Skills	2	350	13	17	21	8	30	10	8	23	12	13	21	12
mflyer	Negotiation Skills	2	350	25	1	16	11	30	13	11	23	29	25	16	29
mflyer	Partnerships At Work	2	350	13	9	25	11	10	10	11	24	30	13	25	27
mflyer	Personal Development Training on Meetings	2	350	19	17	23	12	10	14	12	24	2	19	23	2
mflyer	Effective Communication - for improved Productivity	2	350	31	25	18	12	12	14	12	26	21	31	18	21
mflyer	Effective & Successful Meetings - Tips & Techniques	2	350	24	8	19	14	12	16	14	26	20	24	19	20
mflyer	Be Assertive & Take Control Of Your Work	2	350	3	10	14	14	18	16	14	25	29	3	14	29
mflyer	The Talking Connection - Negotiate for Results Workshop	2	350	10	18	31	16	18	20	16	25	13	10	31	13
mflyer	Meetings - Manage them Effectively	2	350	6	3	16	16	20	20	16	23	20	6	16	20

mflyer	Speak Well in Business & in the Office (With Correct Grammar)	2	350	26	11	21	18	20	21	18	23	6	27	21	6
mflyer	101 Ways to Make a Professional Impact	2	350	13	15	5	18	23	21	18	24	13	13	5	13
mflyer	How to Give Effective Business Briefing	2	350	11	23	9	20	23	23	20	24	8	11	9	8
mflyer	Improve Your Power & Influence	2	350	12	22	14	19	25	23	19	31	14	12	14	14
mflyer	How to Hold Successful Meetings	2	350	13	8	13	25	25	24	25	31	16	13	13	16
mflyer	Winning Presentation	2	350	18	17	17	25	27	24	25	24	19	18	17	19
mflyer	Before a Meeting	2	350	5	23	23	26	27	27	26	24	21	5	23	21
mflyer	Before a Presentation	2	350	20	1	14	26	30	27	26	26	23	20	14	23
mflyer	Negotiate A Better Deal	2	350	6	3	16	27	30	30	27	26	8	6	16	8
mflyer	The Prefect Meeting	2	350	25	8	8	27	9	30	27	16	12	25	8	12
mflyer	Making Your Presentation Memorable	2	350	11	9	16	28	9	6	28	16	15	11	16	15
mflyer	Business Communication	2	350	27	14	24	28	11	6	28	18	16	27	24	16
mflyer	Excellent Interpersonal Skills	2	350	13	8	30	29	13	6	29	18	20	13	30	20
mflyer	Basic English Communication for Non-English Speakers	2	350	26	10	29	29	13	8	29	17	6	24	29	6
mflyer	Excellent Interpersonal Skills	2	350	17	18	16	6	18	8	6	17	12	17	16	12
mflyer	Effective Business Communications Skills	2	350	27	1	23	6	18	8	6	3	15	27	23	15
mflyer	Media Skills-Handling Television Interviews and Reporter	2	350	27	11	15	7	20	9	7	3	12	27	15	12
mflyer	Assertive Skills	2	350	13	14	18	7	20	9	7	10	6	13	18	6
mflyer	Counselling Skills At Work	2	350	20	17	28	8	23	10	8	10	20	20	29	20
mflyer	Communication Skills	2	350	26	10	6	8	23	10	8	16	12	24	6	12

Flyer No	Title	Days	Fees	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
v131	Creative Decision Making	2	350	5	15	7	4	3	6	4	4	7	5	7	7
mflyer	Creative Thinking & Problem Solving at the Workplace	2	350	6	8	12	6	10	6	6	11	5	6	12	5
mflyer	Creative Problem Solving	2	350	20	10	17	6	18	9	6	18	8	20	17	8
mflyer	Thinking Skills to Improve your Mental Fitness	2	350	24	18	16	8	24	9	8	25	15	24	16	15
mflyer	Creative Thinking and Problem Solving For Youth	2	350	10	3	21	8	31	15	8	5	22	10	21	22
mflyer	Make a Right Decision	2	350	5	11	9	11	26	15	11	12	20	5	9	20
mflyer	How to Brainstorm Ideas	2	350	12	15	16	13	26	21	13	19	27	12	16	27
mflyer	Creativity & Innovation for Competitive Advantage	2	350	20	17	28	15	20	21	15	26	30	20	29	30
mflyer	Thinking Outside the Box	2	350	11	10	17	18	20	24	18	31	19	11	17	19

<b>Customer Service</b>															
<b>Flyer No</b>	<b>Title</b>	<b>Days</b>	<b>Fees</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>
v050a	A Positive Guide to Superior Service - 1 Day	1	200	13	15	4	4	4	2	4	1	5	13	4	5
v050	A Positive Guide to Superior Service	2	350	26	8	2	4	11	3	4	3	9	24	2	9
v051	Beyond Customer Service	2	350	11	10	3	7	18	3	7	3	13	11	3	13
v052	Calming Upset Customers	2	350	3	18	9	7	25	7	7	5	12	3	9	12
v053	Customer Satisfaction	2	350	4	3	11	8	6	7	8	5	20	4	11	20
v054	Managing Quality Customer Service	2	350	6	11	15	9	13	7	9	10	22	6	15	22
v055	Measuring Customer Satisfaction	2	350	12	15	16	9	20	9	9	12	23	12	16	23
v056	Most Customer Services Start With the Telephone	2	350	24	17	21	11	27	9	11	15	26	24	21	27
mflyer	Coaching To Handle Customers Problems	2	350	13	10	25	11	4	14	11	18	28	13	25	28
mflyer	Excellent Customer Service	2	350	18	1	28	13	11	17	13	23	29	18	28	29
mflyer	Key Customers - Keeping & Developing Business with them	2	350	20	11	30	13	18	17	13	23	6	20	30	6
mflyer	Achieving Customer Satisfaction (Over the Counter Courtesy) - 1 Day	1	200	21	15	18	14	25	21	14	25	27	21	18	27
mflyer	Achieving Customer Satisfaction (Over the Counter Courtesy)	2	350	24	23	25	15	6	21	15	25	29	24	25	29
mflyer	Selling Through Customer Service - 1 Day	1	200	26	22	8	16	13	24	16	31	20	24	8	20
mflyer	Selling Through Customer Service	2	350	27	8	10	18	20	24	18	31	28	27	10	28
mflyer	The Art of Customer Service Recovery	2	350	12	17	4	18	27	28	18	26	23	12	4	23
mflyer	Service Recovery - Skills Everyone Should Know	2	350	4	23	14	19	9	28	19	26	20	4	14	20
mflyer	Interacting with Clients and Customers - "A Foot in the Door"	2	350	5	1	1	19	16	6	19	11	19	5	1	19
mflyer	Step by Step Problem Solving	2	350	7	3	6	20	23	6	20	15	16	7	6	16
mflyer	Managing Quality Customers	2	350	13	8	15	20	30	8	20	15	13	13	15	13
mflyer	Customer Care	2	350	25	9	21	14	4	8	14	17	22	25	21	22
mflyer	Managing Hostile Customers Effectively Over-The-Phone	2	350	14	11	25	14	11	10	14	17	23	14	25	23
mflyer	Answering Complaints Effectively in Writing	2	350	19	18	28	19	18	10	19	19	12	19	28	12
mflyer	Customers Run Your Company (Why Customers Leave)	2	350	14	24	19	19	25	14	19	19	14	14	19	14
mflyer	Handling Difficult Customers, Complaints and Their Problem - 1 Day	1	200	12	18	21	20	6	14	20	23	16	12	21	16
mflyer	Handling Difficult Customers, Complaints and Their Problem	2	350	20	3	19	19	13	16	19	23	26	20	19	27
mflyer	Telephone Techniques & Service Recovery	2	350	7	8	24	19	20	16	19	25	19	7	24	19
mflyer	Creative Customer Contact	2	350	14	9	19	25	27	22	25	25	21	14	19	21
mflyer	Creating World-Class Customer Service Leaders	2	350	19	11	15	25	4	22	25	26	22	19	15	22
mflyer	Internal Customer Care	2	350	21	10	14	27	11	27	27	23	14	21	14	14
mflyer	Complaint Handling for Positive Outcome - 1 Day	1	200	25	4	13	27	18	24	27	23	5	25	13	5
mflyer	Complaint Handling for Positive Outcome	2	350	26	18	24	28	25	24	28	24	8	26	24	8
<b>Flyer No</b>	<b>Title</b>	<b>Days</b>	<b>Fees</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>
mflyer	Valuing Diversity at Work	2	350	6	17	30	18	18	15	18	15	15	6	30	15
mflyer	Working with Disability	2	350	19	23	31	27	30	27	27	25	23	19	31	23

## Energisers & Icebreakers

Flyer No	Title	Days	Fees	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
mflyer	Flipchart Session Shakers	2	350	11	4	8	4	4	6	4	4	5	11	8	5
mflyer	Light Bulb Learning	2	350	20	9	16	11	5	11	11	5	13	20	16	13
mflyer	More Session Shakers	2	350	6	17	22	18	11	17	18	17	19	6	22	19
mflyer	Session Shakers	2	350	25	23	26	25	6	21	25	23	27	25	26	27

## Personal Development

Flyer No	Title	Days	Fees	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
mflyer	Continuing Professional Development	2	350	13	1	5	4	4	2	4	3	5	13	5	5
mflyer	Unlocking Your People's Potential	2	350	11	3	4	6	12	3	6	11	18	11	4	18
mflyer	Universal Habits of Highly Successful People	2	350	12	8	2	8	18	6	8	19	13	12	2	13
mflyer	Effective Decision Making	2	350	14	9	31	8	26	6	8	26	15	14	31	15
mflyer	Excellent Mentoring for Executives For Greater Productivity	2	350	18	11	26	11	9	8	11	10	13	18	26	13
mflyer	How To Develop Effective Skills For Making Good Decision	2	350	5	18	24	12	16	8	12	17	14	5	24	14
mflyer	Mentoring	2	350	20	24	16	12	23	10	12	25	16	20	16	16
mflyer	Sorting Out Worry	2	350	6	18	14	15	30	13	15	4	22	6	14	22
mflyer	Business Etiquette	2	350	25	3	21	18	3	15	18	12	20	25	21	20
mflyer	Business Etiquette for Executives	2	350	11	8	23	19	13	15	19	5	13	11	23	13
mflyer	Projecting a Professional Image to Clients - 1 Day	1	200	27	9	26	19	20	17	19	11	28	27	26	28
mflyer	Projecting a Professional Image to Clients	2	350	13	11	30	25	27	20	25	17	26	13	30	27
mflyer	Projecting a Winning Image	2	350	28	25	31	26	31	23	26	23	24	28	31	2

## Ready-made Role Plays

Flyer No	Title	Days	Fees	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
mflyer	People Problems At Work	2	350	13	24	4	4	4	10	4	16	13	13	4	13
mflyer	Reaching Agreement	2	350	19	23	6	11	11	10	11	18	14	19	6	14
mflyer	Handling Difficult People at Work	2	350	5	18	10	18	18	13	18	23	21	5	10	21
mflyer	Handling Difficult Participants at Training Seminars	2	350	27	22	14	25	25	13	25	24	27	27	14	27

## Teams & Team Working

Flyer No	Title	Days	Fees	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
v006	Team Building	2	350	13	23	16	5	3	1	5	3	8	13	16	8
v007	Team Problem-Solving	2	350	11	17	25	5	5	1	5	11	12	11	25	12
v008	Virtual Teaming	2	350	12	19	14	7	7	3	7	19	14	12	14	14
v009	Working in Teams	2	350	14	22	16	7	7	3	7	26	16	14	16	16
mflyer	Indoor and Outdoor Team Development	2	350	18	8	19	8	10	6	8	10	20	18	19	20
mflyer	Teams in Action	2	350	5	10	27	8	10	6	8	3	22	5	27	22
mflyer	Team Challenges	2	350	20	7	25	11	12	8	11	11	27	20	25	27
mflyer	Team Repair	2	350	6	1	15	12	13	8	12	19	29	6	15	29
mflyer	Team Triumphs	2	350	25	10	14	12	13	10	12	26	16	25	14	16
mflyer	Team Working	2	350	11	7	23	13	18	10	13	10	27	11	23	27
mflyer	Winning Teams	2	350	27	21	25	13	18	14	13	17	14	27	25	14
mflyer	Making Teams Work! - Building High-Performance Teams - Practical Tools and Techniques	2	350	13	24	30	15	19	14	15	25	21	13	30	21
mflyer	Teams - Manage Them Effectively	2	350	7	25	4	15	20	17	15	4	23	7	4	23
mflyer	Making Teamwork Come Alive	2	350	13	22	9	18	20	17	18	12	27	13	9	27
mflyer	Why Team Don't Work	2	350	19	1	5	18	23	21	18	5	26	19	5	27
mflyer	Team Decision Making Techniques	2	350	25	22	31	19	23	21	19	11	27	25	31	27
mflyer	Reinventing Teams For Innovation	2	350	4	26	21	19	27	23	19	30	29	4	21	29

Flyer No	Title	Days	Fees	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
mflyer	WITS Quality Circle Management for Workshop	2	350	6	24	16	6	6	6	6	10	5	6	16	5
mflyer	WITS Quality Circle Techniques for Facilitators	2	350	25	23	21	6	13	8	6	17	7	25	21	7
mflyer	WITS Quality Circle Techniques for Leaders	2	350	11	18	23	8	20	10	8	25	9	11	23	9
mflyer	WITS Quality Circle Techniques for Members	2	350	27	22	26	8	20	13	8	4	13	27	26	13
mflyer	WITS Quality Circle Leadership Skills Module	2	350	13	17	15	13	27	15	13	12	15	13	15	15
mflyer	WITS Quality Circle Facilitation Skills Module	2	350	7	10	24	20	27	15	20	5	22	7	24	22
mflyer	WITS Quality Circle Advanced Tools & Techniques	2	350	13	17	17	20	24	17	20	11	27	13	17	27
mflyer	WITS Quality Circle Basic Tools Module	2	350	19	2	19	19	24	21	19	31	30	19	19	27
mflyer	QC Judging Skills	2	350	25	7	30	25	30	24	25	31	23	25	30	23

### CREST - Critical Enabling Skills Training

Flyer No	Title	Days	Fees	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
m227	CREST Module 1 - Learning to Learn	2	120	20	2	5	4	4	3	4	4	5	20	5	5
m228	CREST Module 2 - Literacy Part 2.1 - Reading	2	120	5	4	4	6	11	10	6	12	6	5	4	6
m229	CREST Module 3 - Listening & Oral Communication	2	120	19	18	13	8	18	17	8	5	8	19	13	8
m230	CREST Module 4 - Problem Solving & Creativity	2	120	28	21	21	11	25	24	11	11	12	28	21	12
m231	CREST Module 5 - Personal Effectiveness	2	120	7	14	26	13	6	27	13	30	7	7	26	7
m231	CREST Module 6 - Group Effectiveness	2	120	13	18	31	15	13	13	15	5	9	13	31	9
v233	CREST Module 7 - Organizational Skills	2	120	19	23	14	18	20	17	18	12	20	19	14	20

### WSQ - Employability Skills System (ESS)

Flyer No	Title	Days	Fees	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
	(OPERATIONS LEVEL)														
	Personal Effectiveness	2	224	10	1	1	1	4	1	1	4	7	10	2	7
P001	Problem Solving & Decision Making	2	224	3	7	3	4	11	2	4	4	8	3	3	8
I001	Initiative and Enterprise	2	224	10	10	5	6	18	5	6	6	12	10	5	12
E001	Communication and Relationship Management	2	224	17	11	15	8	25	10	8	6	14	17	15	14
L001	Learning and Personal Development	2	224	29	14	13	11	6	13	11	10	16	29	13	16
	(SUPERVISORY LEVEL)											21			21
	Personal Effectiveness	2	232	17	23	24	13	20	15	13	4	26	17	24	27
P002	Problem Solving & Decision Making	2	232	8	25	19	15	27	16	15	6	23	8	19	23
I002	Initiative and Enterprise	2	232	15	21	16	18	9	17	18	12	27	15	16	27
E002	Communication & Relationship Management	2	232	22	7	23	25	16	17	25	11	19	22	23	19
L002	Learning and Personal Development	2	232	8	10	16	27	23	20	27	4	28	8	16	28
	(MANAGERIAL LEVEL)											26			26
	Personal Effectiveness	2	276	24	18	31	1	3	21	1	13	16	24	31	16
I003	Initiative and Enterprise	2	276	17	8	1	6	10	21	6	25	25	17	1	25
E003	Communication & Relationship Management	2	276	24	10	5	12	24	22	12	12	17	24	5	17
P003	Problem Solving & Decision Making	2	276	15	8	7	18	31	25	18	25	11	15	7	11
L003	Learning and Personal Development	2	276	24	17	17	28	6	25	28	25	25	24	17	25