

Trust Management Centre

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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	4	1	1	1	4	1	1	2	1	4	1	1
v002	From Technical Specialist to Supervisor	2	350	5	9	9	7	4	9	7	10	9	5	9	9
v003	The New Supervisor	2	350	6	17	17	13	5	17	13	18	2	6	18	2
mflyer	Coaching Skills	2	350	7	25	25	19	12	2	19	26	6	7	25	6
mflyer	Managing Tricky Situations involving people	2	350	11	8	8	26	17	10	26	3	14	11	8	14
mflyer	Supervisor Development Training	2	350	12	18	18	12	26	7	12	19	30	12	18	30
mflyer	Time to be Effective	2	350	13	11	11	22	19	23	22	12	15	13	11	15
mflyer	Managing for Better Attendance	2	350	14	15	15	15	12	14	15	5	23	14	15	23
mflyer	Motivation in Practice	2	350	18	23	23	27	4	22	27	8	13	18	23	13
mflyer	Making Winning Presentations	2	350	18	22	22	22	6	30	22	17	21	18	22	21
mflyer	Effective Mentoring to Improve Employee's Productivity	2	350	19	8	8	28	17	1	28	25	29	19	8	29
mflyer	The Art of Delegation for Improved Productivity	2	350	20	17	17	7	11	9	7	16	20	20	16	20
mflyer	Effective Supervisory Skills	2	350	21	23	23	13	10	17	13	24	28	21	23	28
mflyer	Goal Setting for Results	2	350	25	1	1	19	18	2	19	23	27	25	1	24
mflyer	The Excellent Supervisor - Skills all Good Supervisors Must know	2	350	21	3	3	12	19	10	12	31	7	21	3	7
mflyer	Fundamental Management Skills for Supervisors	2	350	26	8	8	19	14	3	19	30	15	26	8	15
mflyer	Successful Events Management	2	350	27	9	9	22	20	7	22	2	23	27	9	23
mflyer	Coaching Skills Activity for Improved Performance Management	2	350	28	15	15	15	25	15	15	10	13	28	15	13
mflyer	Basic Accounting Principles and Practices for Non-Financial Personnel	2	350	28	17	17	27	31	30	27	18	21	28	18	21

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	1	5	6	30	5	2	7	4	1	7
v038	Managing Change at Work	2	350	6	9	9	12	11	15	12	10	15	6	9	15
v039	Managing Personal Change	2	350	11	17	17	20	12	7	20	18	23	11	18	23
v040	Understanding Organisational Change	2	350	13	25	25	28	18	3	28	26	13	13	25	13

Call Centre Success

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	4	7	4	22	7	26	13	6	4	13
v057	Telephone Courtesy and Customer Service	2	350	13	10	10	13	4	16	13	18	14	13	10	14
mflyer	Call Centres: Maximising Performance	2	350	20	17	16	19	19	10	19	10	16	20	16	16
mflyer	Telephone Skills for Call Centres	2	350	27	22	22	15	26	1	15	10	2	27	22	2

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	3	3	6	5	2	6	18	1	5	3	1
mflyer	Effective Telephone Skills to Project a Professional & Dynamic	2	350	12	10	10	14	11	10	14	11	2	12	10	2
mflyer	Successful Telesale - Create More Profit through the Phone	2	350	19	17	17	22	18	1	22	4	3	19	18	3
mflyer	Quality Calls	2	350	26	24	24	19	25	9	19	3	30	26	24	30
mflyer	Effective Telephone Techniques and Receptionist Skills	2	350	27	25	25	27	26	17	27	10	28	27	25	28

Productivity

Flyer No	Title	Days	Fees	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
v070	Achieving Results	2	350	4	2	15	8	19	7	8	12	27	4	15	24
v071a	The Administrative Assistant - 1Day	1	200	7	10	9	14	12	14	14	5	13	7	9	13
v071	The Administrative Assistant	2	350	11	17	3	20	4	22	20	11	14	11	3	14
v072	Plan Your Work : Work Your Plan	2	350	14	18	25	27	6	30	27	10	15	14	25	15
v073	Successful Self-Management	2	350	19	24	24	6	4	28	6	16	8	19	24	8
v074	Managing Anger	2	350	21	25	18	13	27	22	13	2	7	21	18	7
v075	Managing for Commitment	2	350	25	3	17	20	17	16	20	3	1	25	18	1
v076	Managing Negative People	2	380	27	9	10	15	10	10	15	4	16	27	10	16
v077	Partners in Performance	2	350	28	15	2	29	4	3	29	25	23	28	2	23

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	23	20	4	2	20	5	30	5	23	30
v099	Technical Presentation Skills	2	350	13	3	3	14	10	9	14	11	23	13	3	23
v100	Using Visual Aids	2	350	20	23	9	7	17	15	7	12	21	20	9	21

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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	17	27	19	14	27	5	14	5	18	14
mflyer	Make Every Minute Count	2	350	7	3	23	6	12	21	6	11	15	7	23	15
mflyer	Managing Your Time	2	350	11	4	16	13	4	28	13	10	16	11	16	16
mflyer	How to be a better Time Manager	2	350	14	8	11	20	6	29	20	16	1	14	11	1
mflyer	Effective Time Management - Save Time & Money - Tips	2	350	19	9	9	15	4	23	15	2	2	19	9	2
v101	Office Management	2	350	21	11	8	29	27	17	29	3	6	21	8	6
v102	Personal Time Management	2	350	25	17	4	20	17	16	20	4	7	25	4	7
v103	Professionalism in the Office	2	350	27	23	3	14	10	9	14	25	8	27	3	8
v104	The Telephone and Time Management	2	350	28	17	1	7	4	2	7	25	15	28	1	15

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	3	3	27	19	3	27	5	16	27	3	16
v106	Attitude	2	350	19	11	18	6	12	29	6	11	1	19	18	1
v107	Concentration	2	350	13	17	15	13	4	23	13	10	2	13	15	2
v108	Critical Thinking	2	350	11	25	9	20	6	17	20	16	6	11	9	6
v109	Developing Positive Assertiveness	2	350	21	2	10	15	4	16	15	2	7	21	10	7
v110	Developing Self-Esteem	2	350	25	10	2	29	27	9	29	3	8	25	2	8
v111	Ethnics in Business	2	350	5	9	25	20	17	2	20	4	15	5	25	15
v112	Finding Your Purpose	2	350	4	15	17	14	10	18	14	25	22	4	18	22
v113	Memory Skills in Business	2	350	14	18	11	13	4	28	13	25	23	14	11	23
v114	Risk Taking	2	350	6	3	3	1	6	21	1	24	16	6	3	16

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	7	3	3	15	25	16	15	5	1	7	3	1
v118	Improving Peer Relationships	2	350	4	10	11	29	18	9	29	11	2	4	11	2
v119	Influence	2	350	14	17	15	20	11	2	20	10	6	14	15	6
v120	Influencing Others	2	350	18	24	9	14	4	18	14	16	7	18	9	7
v121	Managing Upward	2	350	25	9	24	13	5	28	13	2	8	25	24	8
v122	Office Politics	2	350	27	15	16	1	12	21	1	3	15	27	16	15
v123	Personal Counselling	2	350	13	11	10	27	19	17	27	4	22	13	10	22
v124	Winning at Human Relations	2	350	6	3	3	6	26	23	6	25	30	6	3	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	8	14	25	16	14	11	1	6	8	1
v126	Formatting Letters and Reports	2	350	20	17	17	13	18	9	13	26	2	20	18	2
v127	Improve Your Reading, Improve Your Job	2	350	12	24	11	1	11	2	1	17	6	12	11	6
v128	Study Skills Strategies	2	350	18	11	24	27	4	18	27	4	7	18	24	7
v129	Successful Life Long Learning	2	350	28	2	17	6	5	28	6	5	8	28	18	8
v130	Vocabulary Improvement	2	350	14	8	10	12	26	21	12	10	15	14	10	15

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	25	5	25	16	5	11	1	4	25	1
mflyer	Responding to Stress	2	350	7	17	8	7	18	9	7	26	2	7	8	2
mflyer	Stress Management - Reducing Stress at Work	2	350	20	24	2	12	11	2	12	17	6	20	2	6
mflyer	Managing Pressure and Using Stress Positively	2	350	27	11	11	14	4	18	14	4	7	27	11	7
mflyer	101 Ways to Manage Workplace Stress	2	350	14	2	24	6	5	28	6	5	8	14	24	8
v133	Managing Stress for Mental Fitness	2	350	18	8	17	8	26	21	8	10	15	18	18	15
v134	Stress that Motivates	2	350	21	25	10	29	19	23	29	18	22	21	10	22

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	16	5	19	16	5	11	1	12	16	1
v042	Basics of Manufacturing	2	350	7	17	25	7	12	9	7	26	2	7	25	2
v043	Benchmark Basics	2	350	20	24	2	12	4	2	12	17	6	20	2	6
v044	Building a Total Quality Culture	2	350	19	11	17	14	6	18	14	4	1	19	18	1
v045	JIT Forecasting & Master Scheduling	2	350	27	2	25	6	13	16	6	5	2	27	25	2
v046	The Continuously Improving Self	2	350	6	8	8	8	27	9	8	10	6	6	8	6
mflyer	Quality Organisation - Guidelines and Ideas	2	350	14	25	2	29	17	2	29	18	7	14	2	7
mflyer	Achieving Excellence	2	350	13	17	11	6	10	18	6	4	8	13	11	8
mflyer	Winning Management - 6 Fail Safe Strategies for Building High Performance	2	350	25	2	24	15	4	28	15	10	15	25	24	15
mflyer	Implementing TQM	2	350	21	25	17	21	20	21	21	23	22	21	18	22
v047	TQM	2	350	7	17	10	15	17	23	15	30	30	7	10	30

Communication & Interpersonal Skills

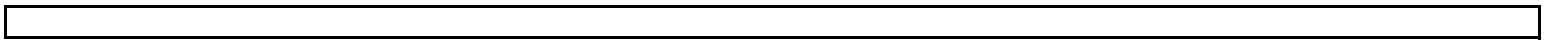
Flyer No	Title	Days	Fees	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
v083	Communicating With Employees	2	350	4	2	2	5	4	1	5	31	1	4	2	1
v084	Effective Meeting Skills	2	350	5	10	10	7	19	9	7	11	8	5	10	8
v085	Emotional Intelligence Works	2	350	7	17	17	12	12	17	12	26	9	7	18	9
v086	Making Humour Work	2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

mflyer	Meetings - Manage them Effectively	2	350	7	3	3	20	10	14	20	30	23	7	3	23
mflyer	Speak Well in Business & in the Office (With Correct Grammar)	2	350	26	11	11	15	12	22	15	4	1	26	11	1
mflyer	101 Ways to Make a Professional Impact	2	350	13	15	15	29	7	28	29	10	8	13	15	8
mflyer	How to Give Effective Business Briefing	2	350	11	23	23	20		29	20	23	9	11	23	9
mflyer	Improve Your Power & Influence	2	350	12	22	22	14	12	30	14	30	15	12	22	15
mflyer	How to Hold Successful Meetings	2	350	14	8	8	7	21	17	7	11	22	14	8	22
mflyer	Winning Presentation	2	350	18	17	16	27	28	2	27	26	21	18	16	21
mflyer	Before a Meeting	2	350	5	23	23	6		10	6	17	14	5	23	14
mflyer	Before a Presentation	2	350	20	1	1	13	7	3	13	4	13	20	1	13
mflyer	Negotiate A Better Deal	2	350	6	3	3	20	25	7	20	5	27	6	3	24
mflyer	The Prefect Meeting	2	350	25	8	8	15	18	15	15	10	28	25	8	28
mflyer	Making Your Presentation Memorable	2	350	11	9	9	29	11	23	29	23	16	11	9	16
mflyer	Business Communication	2	350	27	15	15	20	4	14	20	16	9	27	15	9
mflyer	Excellent Interpersonal Skills	2	350	13	8	8	14	5	22	14	11	8	13	8	8
mflyer	Basic English Communication for Non-English Speakers	2	350	28	10	10	7	26	28	7	26	30	28	10	30
mflyer	Excellent Interpersonal Skills	2	350	18	18	18	5	25	29	5	17	23	18	18	23
mflyer	Effective Business Communications Skills	2	350	29	3	3	6	18	30	6	4	15	29	3	15
mflyer	Media Skills-Handling Television Interviews and Reporter	2	350	29	11	11	20	11	15	20	5	16	29	11	16
mflyer	Assertive Skills	2	350	13	15	15	27	4	16	27	10	2	13	15	2
mflyer	Counselling Skills At Work	2	350	20	17	17	28	5	9	28	10	21	20	18	21
mflyer	Communication Skills	2	350	26	10	10	29	26	8	29	4	20	26	10	20

Creative Thinking

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	10	6	11	22	6	24	9	5	10	9
mflyer	Creative Thinking & Problem Solving at the Workplace	2	350	7	8	17	13	18	28	13	17	8	7	18	8
mflyer	Creative Problem Solving	2	350	21	10	10	20	4	29	20	11	30	21	10	30
mflyer	Thinking Skills to Improve your Mental Fitness	2	350	25	18	18	15	25	30	15	4	23	25	18	23
mflyer	Creative Thinking and Problem Solving For Youth	2	350	11	3	3	29	19	15	29	3	15	11	3	15
mflyer	Make a Right Decision	2	350	6	11	15	20	26	16	20	10	16	6	15	16
mflyer	How to Brainstorm Ideas	2	350	13	15	11	14	5	9	14	24	2	13	11	2
mflyer	Creativity & Innovation for Competitive Advantage	2	350	21	17	17	15	13	23	15	23	21	21	18	21
mflyer	Thinking Outside the Box	2	350	14	10	15	19	19	8	19	30	16	14	15	16

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



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	23	6	11	15	6	4	14	11	23	14
mflyer	Light Bulb Learning	2	350	20	9	17	13	5	22	13	5	16	20	18	16
mflyer	More Session Shakers	2	350	6	17	9	19	19	8	19	17	22	6	9	22
mflyer	Session Shakers	2	350	25	23	4	27	25	1	27	23	21	25	4	21

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	25	20	4	22	20	3	15	13	25	15
mflyer	Unlocking Your People's Potential	2	350	11	3	11	14	4	28	14	11	22	11	11	22
mflyer	Universal Habits of Highly Successful People	2	350	12	8	9	7	10	29	7	19	21	12	9	21
mflyer	Effective Decision Making	2	350	14	9	8	20	17	30	20	26	14	14	8	14
mflyer	Excellent Mentoring for Executives For Greater Productivity	2	350	18	11	3	14	19	15	14	10	13	18	3	13
mflyer	How To Develop Effective Skills For Making Good Decision	2	350	5	18	18	15	26	16	15	17	15	5	18	15
mflyer	Mentoring	2	350	20	24	24	13	14	9	13	25	22	20	24	22
mflyer	Sorting Out Worry	2	350	6	18	11	20	17	23	20	4	21	6	11	21
mflyer	Business Etiquette	2	350	25	3	9	15	18	30	15	12	14	25	9	14
mflyer	Business Etiquette for Executives	2	350	11	8	8	13	19	1	13	5	13	11	8	13
mflyer	Projecting a Professional Image to Clients - 1 Day	1	200	27	9	3	27	5	2	27	11	27	27	3	24
mflyer	Projecting a Professional Image to Clients	2	350	13	11	1	13	12	9	13	17	28	13	1	28
mflyer	Projecting a Winning Image	2	350	28	25	3	11	11	10	11	23	30	28	3	30

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	22	6	4	3	6	30	9	13	22	9
mflyer	Reaching Agreement	2	350	19	23	18	7	11	8	7	31	15	19	18	15
mflyer	Handling Difficult People at Work	2	350	5	18	23	13	19	15	13	18	16	5	23	16
mflyer	Handling Difficult Participants at Training Seminars	2	350	27	22	24	20	27	16	20	19	30	27	24	30

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	3	22	20	19	22	20	3	13	13	22	13
v007	Team Problem-Solving	2	350	11	8	16	14	26	28	14	11	15	11	16	15
v008	Virtual Teaming	2	350	12	9	10	7	14	29	7	19	22	12	10	22
v009	Working in Teams	2	350	14	11	16	20	17	30	20	26	21	14	16	21
mflyer	Indoor and Outdoor Team Development	2	350	18	25	2	14	18	15	14	10	14	18	2	14
mflyer	Teams in Action	2	350	5	17	3	15	19	16	15	3	13	5	3	13
mflyer	Team Challenges	2	350	20	24	17	13	5	9	13	11	13	20	18	13
mflyer	Team Repair	2	350	6	23	23	20	12	23	20	19	15	6	23	15
mflyer	Team Triumphs	2	350	25	18	3	15	19	30	15	26	22	25	3	22
mflyer	Team Working	2	350	11	22	8	13	26	1	13	10	21	11	8	21
mflyer	Winning Teams	2	350	27	17	9	27	14	2	27	17	14	27	9	14
mflyer	Making Teams Work! - Building High-Performance Teams - Practical Tools and Techniques	2	350	13	10	11	13	17	9	13	25	13	13	11	13
mflyer	Teams - Manage Them Effectively	2	350	7	17	25	5	18	10	5	4	30	7	25	30
mflyer	Making Teamwork Come Alive	2	350	13	2	13	8	19	23	8	12	29	13	13	29
mflyer	Why Team Don't Work	2	350	19	3	24	15	5	24	15	5	16	19	24	16

mflyer	Team Decision Making Techniques	2	350	25	17	23	6	12	29	6	11	27	25	23	24
mflyer	Reinventing Teams For Innovation	2	350	4	23	18	22	11	28	22	30	1	4	18	1

WITS - Work Improvement Teams

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	13	19	8	13	10	13	6	16	13
mflyer	WITS Quality Circle Techniques for Facilitators	2	350	25	23	2	21	26	30	21	17	30	25	2	30
mflyer	WITS Quality Circle Techniques for Leaders	2	350	11	18	3	20	14	1	20	25	29	11	3	29
mflyer	WITS Quality Circle Techniques for Members	2	350	27	22	23	27	17	2	27	4	16	27	23	16
mflyer	WITS Quality Circle Leadership Skills Module	2	350	13	17	18	15	18	9	15	12	27	13	18	24
mflyer	WITS Quality Circle Facilitation Skills Module	2	350	7	10	22	8	19	10	8	5	1	7	22	1
mflyer	WITS Quality Circle Advanced Tools & Techniques	2	350	13	17	16	7	5	23	7	11	8	13	16	8
mflyer	WITS Quality Circle Basic Tools Module	2	350	19	2	10	1	12	24	1	30	9	19	10	9
mflyer	QC Judging Skills	2	350	25	3	3	12	11	29	12	31	6	25	3	6

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	22	2	19	14	30	19	4	30	20	2	30
m228	CREST Module 2 - Literacy Part 2.1 - Reading	2	120	5	17	3	5	17	1	5	12	29	5	3	29
m229	CREST Module 3 - Listening & Oral Communication	2	120	19	10	11	15	18	2	15	5	16	19	11	16
m230	CREST Module 4 - Problem Solving & Creativity	2	120	28	17	22	22	19	9	22	11	27	28	22	24
m231	CREST Module 5 - Personal Effectiveness	2	120	7	2	16	29	5	10	29	30	1	7	16	1
m231	CREST Module 6 - Group Effectiveness	2	120	13	3	10	9	12	23	9	5	8	13	10	8
v233	CREST Module 7 - Organizational Skills	2	120	19	11	16	7	11	24	7	12	9	19	16	9

ESS - Employability Skills System

Flyer No	Title	Days	Fees	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
	(OPERATIONS LEVEL)														
	Personal Effectiveness	2	224	10	26	3	10	7	4	2	28	17	16	19	3
P001	Problem Solving & Decision Making	2	224	3	4	3	10	8	7	5	2	4	2	6	3
I001	Initiative and Enterprise	2	224	10	5	6	17	8	14	12	14	11	16	13	6
E001	Communication and Relationship Management	2	224	17	14	13	24	15	21	19	21	18	23	20	10
L001	Learning and Personal Development	2	224	29	26	19	30	28	25	23	20	24	22	26	3
	(SUPERVISORY LEVEL)														
	Personal Effectiveness	2	232	17	12	20	30	8	4	2	4	10	12	13	6
P002	Problem Solving & Decision Making	2	232	8	5	27	9	7	4	2	6	3	1	5	10
I002	Initiative and Enterprise	2	232	15	12	5	16	14	11	9	13	10	8	12	6
E002	Communication & Relationship Management	2	232	22	26	12	23	21	18	16	13	17	15	19	13
L002	Learning and Personal Development	2	232	8	12	13	24	3	28	5	4	25	9	13	3
	(MANAGERIAL LEVEL)														
	Personal Effectiveness	2	276	24	21	27	16	21	11	16	13	24	23	12	6
I003	Initiative and Enterprise	2	276	17	5	19	30	29	25	23	28	25	30	27	6

E003	Communication & Relationship Management	2	276	24	26	12	23	22	18	16	13	17	15	19	3
P003	Problem Solving & Decision Making	2	276	15	21	20	2	22	25	23	14	11	23	13	13
L003	Learning and Personal Development	2	276	24	21	20	2	22	28	26	28	25	23	29	13