

| | | Jan. | Feb. | March | April | May | June | July | Aug | Sept. | Oct. | Nov. | Dec |
|--|--------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|
| Management and Supervisory Skills | | | | | | | | | | | | | |
| Leadership Styles & Dynamics | 2 days | 11 - 12 | | | 12 - 13 | | | | 2 - 3 | | | | 6 - 7 |
| Problem Solving & Decision Making | 2 days | | 1 - 2 | | | 20 - 21 | | | | 2 - 3 | | | |
| Performance Management | 2 days | | | | | | 7 - 8 | | 26 - 27 | | | | 9 - 10 |
| Advanced Supervisory Skills | 2 days | | | 18 - 19 | | | | | 9 - 10 | | | 25 - 26 | |
| Work Ethics | 2 days | 21 - 22 | | | 5 - 6 | | | | | | 4 - 5 | | |
| Time Management & Organisational Skills | 2 days | | | 25 - 26 | | | 7 - 8 | | | 6 - 7 | | | 27 - 28 |
| Assertiveness Skills | 2 days | | 8 - 9 | | | | | | 30 - 31 | | | | |
| Teamwork & Teambuilding Skills | 2 days | | | | 15 - 16 | | | | | | 18 - 19 | | |
| Emotional Intelligence | 2 days | | | | | 6 - 7 | | | | 20 - 21 | | | |
| Managing Change | 2 days | | 25 - 26 | | | | | 26 - 27 | | | | 18 - 19 | |
| Conflict Resolution | 2 days | | | 29 - 30 | | | 10 - 11 | | | | 11 - 12 | 15 - 16 | |
| Communication Skills | | | | | | | | | | | | | |
| Powerful Presentation & Public Speaking | 3 days | | 15 - 17 | | | 3 - 5 | | | 9 - 11 | | | 1 - 3 | |
| Telephone Etiquette | 2 days | 25 - 26 | | | 29 - 30 | | | 29 - 30 | | | 7 - 8 | | |
| Communication Skills | 3 days | | | 1 - 3 | | | 2 - 4 | | | 1 - 3 | | 10 - 12 | 13 - 14 |
| Negotiating For Nailing The Sale | 1 day | | | | 23 | | | | | 24 | | | |
| Business Writing Skills | 2 days | | 22 - 23 | | | 10 - 11 | | | 16 - 17 | | | 22 - 23 | |
| Business Reports and Proposal writing | 2 days | | | 11 - 12 | | | 14 - 15 | | | | 28 - 29 | | |
| Sales and Customer Service Skills | | | | | | | | | | | | | |
| Negotiation Skills | 2 days | | 4 - 5 | | | 17 - 18 | | | 12 - 13 | | | 8 - 9 | |
| Front Line Customer Service | 2 days | | | 15 - 16 | | | | | | 16 - 17 | | | 16 - 17 |
| Call centre and help desk customer focus | 2 days | | | | | 13 - 14 | | | | | 25 - 26 | | |
| Handling Angry Customers | 2 days | | 11 - 12 | | | | | | | 27 - 28 | | | |
| Building a customer centric organisation | 2 days | | | | 15 - 16 | | | | 26 - 27 | | | 29 - 30 | |
| Telemarketing & Telesales | 2 days | 14 - 15 | | | 12 - 13 | | | 26 - 27 | | | | | 20 - 21 |
| Customer Service Excellence | 2 days | | | 18 - 19 | | | 14 - 15 | | | 16 - 17 | | | |
| Self-Development Skills | | | | | | | | | | | | | |
| Facilitation Skills | 2 days | | | 22 - 23 | | | | | 23 - 24 | | | 4 - 5 | |
| Train The Trainer Intermediate | 3 days | 27 - 29 | | | | 19 - 21 | | | | 27 - 29 | | | |
| Meeting Management | 1 day | | 19 | | | | | | | 17 | | | 6 - 7 |
| Train The Trainer Advanced | 2 days | | | 25 - 26 | | | 3 - 4 | | 2 - 3 | | | 15 - 16 | |
| Developing Your Training Program | 2 days | | | | 1 - 2 | | | | | 27 - 28 | | | |
| Executive PA & Office Managers Masterclass | 2 days | | | 29 - 30 | | | | | | | 21 - 22 | | |
| Job Seekers Training | 1 day | | 15 | | | | | 30 | | | 29 | | 27 |