

**ONE DAY WORKSHOPS AT JENARD: MAY - AUGUST**

<b>COURSE</b>	<b>MAY</b>	<b>JUNE</b>	<b>JULY</b>	<b>AUGUST</b>
<b>Exceptional Customer Service</b>	Tue 29		Tue 3	
<b>Implementing Customer Service Standards</b>				Wed 15; Wed 22; Wed 29
<b>Dealing with Complaints and Conflict</b>		Thurs 7		Thurs 30
<b>Effective Teams</b>	Wed 30	Tue 5		Wed 15
<b>EQ for Leaders</b>		Thurs 14	Thurs 5	
<b>Managing Employee Relations</b>	Thurs 24			
<b>Building Workplace Relationships</b>	Tue 8			
<b>Leadership in the Workplace</b>			Wed 11; Wed 18; Wed 25	
<b>Managing Workplace Priorities</b>	Thurs 31	Wed 13; Wed 20		
<b>Operational Planning</b>	Wed 16; Wed 23			
<b>Recommending Products and Services</b>		Thurs 21		
<b>The Effective Workplace Mentor</b>				Wed 8
<b>The Workplace Supervisor</b>	Tue 15		Tue 31	
<b>The ABC of WHS</b>			Thurs 19	
<b>Undertake Project Work</b>		Thurs 28		Thurs 16
Please note: Bookings for workshops are confirmed one week prior to the date, as courses depend on minimum numbers to proceed.				