

## Public Training Sessions 2019

### Important Notes

1. Contact us about customised sessions
2. Yellow highlighted topics are **currently trending**

| Topic                | Session Title   | Feb | Mar | Apr | May | Jun | Jul | Aug    | Sep | Oct | Nov | Dec |
|----------------------|---|-----|-----|-----|-----|-----|-----|--------|-----|-----|-----|-----|
| Business skills      | Acceptable workplace behaviour - 4 hours                            |     |     |     |     |     |     |        |     | 3   |     |     |
| Business skills      | CLIP System - improved productivity - 4 hours                       |     |     |     |     |     |     |        |     |     |     | 5   |
| Business skills      | Modern manners-business etiquette - 4 hours                         |     |     |     |     |     |     |        |     | 17  |     |     |
| Communication skills | Netiquette - online and email etiquette - 4 hours                   |     |     |     |     |     |     |        |     |     |     |     |
| Customer service     | Service Savvy - Retail Customer Service - 4 hours                   |     |     |     |     |     |     | 29     |     |     |     |     |
| Leadership skills    | Bridging the gap - Multi-Generations in the workplace - 4 hours     | 27  |     | 25  |     |     |     |        |     |     |     |     |
| Leadership skills    | Conflict survival skills - 4 hours                                  |     |     |     |     |     |     |        |     |     | 7   |     |
| Leadership skills    | Cultural intelligence - Handlings diversity - 4 hours               |     |     |     | 2   |     |     |        |     |     |     |     |
| Leadership skills    | Do you know how? - Hosting effective meetings - 4 hours             |     |     |     |     |     |     |        |     |     |     |     |
| Leadership skills    | Leaders versus managers - 4 hours                                   |     |     |     |     |     |     |        |     |     |     |     |
| Leadership skills    | Supervisor workplace tips - 2 hours                                 |     |     |     |     |     |     |        |     |     | 21  |     |
| Leadership skills    | Workplace anxiety and depression - 4 hours                          |     |     |     |     |     |     |        |     |     |     |     |
| Life skills          | Emotional intelligence - 4 hours                                    |     |     |     |     |     | 4   |        |     |     |     |     |
| Life skills          | The balancing act - Balancing life / work / relationships - 4 hours |     |     |     |     | 6   |     |        |     |     |     |     |
| Life skills          | Decision making - 4 hours   |     |     |     | 16  |     |     |        |     |     |     |     |
| Life skills          | Critical Thinking and Problem Solving - 4 hours                     |     |     |     |     |     |     | 15 PCB |     |     |     |     |
| Life skills          | Have you walked in my shoes - Empathy - 4 hours                     |     |     |     |     |     |     |        |     |     |     |     |
| Organisational       | CLIP System - office administration efficiency - 4 hours            |     |     |     |     | 20  |     |        |     |     |     |     |
| Organisational       | Getting organised - 2 hour - PMB - Gap Academy                      |     | 28  |     |     |     |     |        |     |     |     |     |
| Organisational       | Time management - 4 hours   |     |     |     |     |     | 18  |        |     |     |     |     |
| Personal Assistant   | The polished Personal Assistant - 4 hours                           |     |     |     |     |     |     |        |     | 31  |     |     |
| Professional image   | From top to toe - Building a professional Image - 4 hours           |     |     |     |     | 13  |     |        |     |     |     |     |
| Reception            | I'm on show - Front of house (Reception plus) - 4 hours             |     |     |     |     |     |     |        | 19  |     |     |     |
| Soft skills          | Handling Difficult people - 4 hours                                 |     |     |     |     |     |     | 1      |     |     |     |     |
| Soft skills          | Listening - Loud and clear - 4 hours                                |     |     |     |     |     |     |        |     |     |     |     |
| Worker education     | Budgeting for workers - 2 hours                                     |     |     |     | 23  |     |     | 15     |     |     |     | 12  |
| Worker education     | Sustainable business thinking - 2 hours                             |     |     |     |     |     |     |        | 5   |     |     |     |

VENUE: Gap Academy, 100 Roberts Road,  
Clarendon, PMB, KZN

TIME: 2 hours - 14:00 to 16:00  
4 hours - 13:00 to 17:00