

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					13						
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					27						
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