

COURSE DIRECTORY

Executive/Leadership Development Courses	Hrs
Strategic Planning	3
Building High Performance Teams	6
Leadership/Coaching Skills (6 lessons)	14
Planning and Organizing	3
Business Negotiations and Mediation	30
Creative Thinking, Decision Making	3
Leading Facilitating and Coordinating	3
Communication Skills	3
Self Management	3
Health and Safety	3
Managing Conflict in Teams	3
Transforming Yourself and the Team	3
Managing Teams	3
Coaching to Enhance Flexibility (Change)	3
Stress Management	3
Coaching to Clarify Expectations	3
Coaching to Build Skills	3
Coaching to Enhance Confidence	3
Coaching to Develop Motivation	3
Giving Feedback	3
Coaching to Resolve conflict	3
Managing a Meeting	3
Business Financial Management	22
Business Planning	14
Business Presentation Skills	20
Marketing Strategies	22
Management Essentials	22
Sales Leadership	6
Customer Relationship Leadership (1 day workshop)	6
Aligning Personal Values and Goals with Company	4
Project Management Basics	20

Performance and People Courses	Hrs
Introduction to Human Resource Management	3
Conflict Resolution and Performance Evaluation	3
Recruiting for Results	3
Orientation, Training and Development	3
Manage Creating Performance	3
Non Performance Management	3
Compensation and Benefits	3
Occupational Health and Safety	3
Extraordinary Performance Coaching	3
Team Dynamics & Personal Development	Hrs
Motivation within Teams and yourself	3
Dealing with Conflict in Teams	3
Team Decision-Making and Problem Solving Methods	3
Personal Development	3
Building Customer Relationships	Hrs
Customer Care	3
Understanding Basic Service Standards	3
Building effective Communication with customers	3
Overcoming Communication Barriers	3
Managing Customer Relationships	3
Cross Cultural Service	3
Strategies for Dealing with Complex Customers	3
Influencing Customers	3
Handling Customer Complaints and Conflict	3
Mediation and Negotiation	3
Problem Solving	3
Avoiding Pitfalls and Benefiting from Feedback	3
Maintain a Professional Image	3

Sales and Marketing	Hrs
Sales Skills Level One	9
Advanced Sales Skills Level Two	
Enhance Telephone Sales Skills	9
Prospect and Network effectively	3
Strategies for Overcoming objections	3
Develop Marketing Strategies	3
Marketing Planning	3
Develop Promotion Strategies	3
Develop Internet Marketing Strategies	3
Creating Impact	3
Direct Marketing: Getting a Response	3
Using Public Relations Effectively	3
Experiential Marketing and Sales	3
Effective Market Research	3
Marketing Planning	3
Presentation Skills	
Interpersonal Skills	
Individual Development Programme's	Hrs
Personal Development	3
Become an Entrepreneur in the Workplace	22
The Road to Workplace Success	3
Being a team Player	3
Conflict Resolution	3
Career Planning	3
Self Management	3
Managing Stress	3
Preparing Documents	3
Communication and Presenting Yourself and Your Ideas	3
Meetings	3
Thinking Skills	3
Entrepreneurship	3
Employment Excellence Strategies	30

These courses are not NZQA registered.