



## TRAINING CALENDAR JULY – DECEMBER 2012

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### STRUCTURED COMMUNICATION PROGRAMMES

COURSE	RATE	JHB	CPT	PTA	DBN
Brilliant Business Writing Skills	R3 800	19-20 July	23-24 July	4-5 Sep	23-24 July
		18-19 Oct	22-23 Oct	29-30 Nov	22-23 Oct
NEW Communication Intelligence	R3 800	13-14 Aug	6-7 Sep	16-17 July	2-3 Jul
		5-6 Nov	28-29 Nov	15-16 Oct	1-2 Oct
Essential Assertiveness Skills	R1 900	30 July	22 Aug	16 Aug	10 Sep
		29 Oct	21 Nov	1 Nov	10 Dec
Minute Taking for Meetings	R1 900	10 Sep	25 July	25 July	31 July
		10 Dec	24 Oct	24 Oct	1 Nov
Negotiating for Results	R4 500	30-31 Aug	16-17 July	26-27 July	20-21 Sep
		29-30 Nov	15-16 Oct	25-26 Oct	13-14 Dec
Perfect Presentation Skills	R4 500	23-24 July	13-14 Aug	3-4 Sep	13-14 Aug
		22-23 Oct	12-13 Nov	3-4 Dec	12-13 Nov
Professional Report Writing Skills	R3 800	23-24 Aug	13-14 Sep	9-10 July	11-12 Sep
		22-23 Nov	5-6 Dec	8-9 Oct	11-12 Dec
Quality Customer Service	R3 500	18-19 Sep	20-21 Aug	1-2 Aug	12-13 July
		11-12 Dec	19-20 Nov	8-9 Nov	11-12 Oct
Telephone Excellence	R3 500	2-3 Aug	9-10 July	13-14 Sep	20-21 Aug
		8-9 Nov	8-9 Oct	13-14 Dec	19-20 Nov

\*Rates are exclusive of VAT. \*DISCOUNTED rates apply for In-House training.

### BUSINESS VALUE PROGRAMMES

COURSE	RATE	JHB	CPT	PTA	DBN
NEW Change Management	R1 900	31 July	30 July	18 Sep	27 Aug
		25 Oct	29 Oct	18 Dec	26 Nov
Emotionally Intelligent Leadership	R4 500	20-21 Aug	25-26 Sep	5-6 July	28-29 Aug
		19-20 Nov	20-21 Dec	4-5 Oct	27-28 Nov
Finance for Non-Financial Managers	R4 500	6-7 Aug	4-5 July	20-21 Sep	18-19 July
		5-6 Nov	3-4 Oct	20-21 Dec	17-18 Oct
People Management & Leadership	R6 400	11-13 July	15-17 Aug	22-24 Aug	25-27 July
		10-12 Oct	14-16 Nov	21-23 Nov	24-26 Oct
Project Management Fundamentals	R6 400	17-19 Sep	3-5 Sep	15-17 Aug	6-8 Aug
		18-20 Dec	3-5 Dec	14-16 Nov	29-31 Oct
Supervisory Skills	R4 500	11-12 Sep	20-21 Sep	2-3 Aug	6-7 Sep
		3-4 Dec	13-14 Dec	1-2 Nov	6-7 Dec

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EMPLOYEE MANAGEMENT PROGRAMMES					
COURSE	RATE	JHB	CPT	PTA	DBN
<b>NEW</b> Chairing Disciplinary Hearings	R1 900	4 Sep	27 Sep	19 July	28 Sep
		7 Dec	18 Dec	18 Oct	19 Dec
<b>NEW</b> Initiating a Disciplinary Hearing	R1 900	31 July	27 Aug	17 Sep	31 Aug
		26 Oct	26 Nov	10 Dec	30 Nov
<b>NEW</b> Interviewing Skills	R1 900	4 July	1 Aug	23 Aug	28 Sep
		27 Sep	2 Nov	20 Dec	15 Nov
<b>NEW</b> Managing Workforce Discipline	R1 900	5 July	24 July	15 Aug	30 July
		4 Oct	19 Oct	7 Nov	2 Nov
<b>NEW</b> Performance Management Skills	R4 500	28-29 Aug	11-12 Sep	30-31 July	25-26 Sep
		27-28 Nov	11-12 Dec	30-31 Oct	18-19 Dec

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CORPORATE LIFE SKILLS					
COURSE	RATE	JHB	CPT	PTA	DBN
Conflict Resolution	R1 900	8 Aug	6 July	19 Sep	11 July
		7 Nov	3 Oct	19 Dec	10 Oct
Managing Time for Results	R1 900	5 Sep	18 July	18 July	22 Aug
		5 Dec	17 Oct	17 Oct	21 Nov
Problem Solving & Decision Making	R3 800	26-27 July	6-7 Aug	6-7 Sep	26-27 Sep
		30-31 Oct	5-6 Nov	6-7 Dec	20-21 Dec

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### Course fee includes:

- Course facilitation by subject expert
- NQF aligned manuals
- Corporate venue, lunch and refreshments
- **USB memory sticks with electronic training resources**
- **Framed certificates for each delegate**
- Attendance register/evaluation forms
- **Pen sets/name cards**
- **“Contact the Coach” – post course support**



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