

TRAINING CALENDAR 2019

IPSWICH WORKSHOP EVENTS | 8:30AM – 12:30PM

Workshop	Key Outcomes	Price	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Focus on Sales Series														
Your Competitive Edge	<ul style="list-style-type: none"> Characteristics of a successful sales professional 4 P's of Sales Leadership and the Cycle of Confidence Assess your sales style and move out of your comfort zone 	\$495					07/05							
The Path to Conversion Success	<ul style="list-style-type: none"> Know your numbers, product and target market The importance of building strong relationships Understanding the Sales Funnel and strategies to increase conversions 	\$495								17/09				
Customer Care Series														
Resolving Challenging Conversations	<ul style="list-style-type: none"> Apply core skills to enhance customer relationships Empathise with different customer response styles Resolve issues and enhance the customer experience 	\$275							09/07					
Customer Engagement and Care	<ul style="list-style-type: none"> Enrich customer engagement and increase customer satisfaction Apply your unique selling advantage Tailor solutions to match customer needs 	\$275											12/11	
Professional Leadership Series														
Inspiring the Leader in You	<ul style="list-style-type: none"> Apply 10 practices of Exemplary Leadership Assess your leadership style and build on strengths Build consistency of leadership behaviours Align personal values with organisational vision 	\$495		19/02										
Leading for Transformation	<ul style="list-style-type: none"> The nature and psychology of change Driving excellence in continuous improvement Initiating successful change management practices Facilitating successful outcomes, embedding change 	\$495						11/06						
Leading with Emotional Intelligence	<ul style="list-style-type: none"> EQ leadership styles for optimal results Build awareness of unconscious behaviours to enhance outcomes Create a culture conducive to creativity and high-performance The differences between thinking patterns, preferences and abilities 	\$495								13/08				
Leading with Resilience	<ul style="list-style-type: none"> The links between change, resilience and performance A model to enhance health, morale and productivity Building cohesive, high-performing teams Developing an adaptable, change-ready workplace 	\$495										15/10		
Personal Development Series														
Managing Competing Priorities	<ul style="list-style-type: none"> Interruptions are a fact of life Keeping multi-tasking in perspective Prioritisation skills to achieve deadlines and the power of technology 	\$275			19/03									
MS Excel (beyond the basics)	<ul style="list-style-type: none"> Advancing your knowledge of formulas and functions Consolidating and linking data Tools to analyse and manipulate data 	\$275				30/04								

- All workshops are scheduled to run from 8:30am – 12:30pm at our award-winning Ipswich Training Academy (9 Darling Street E, Ipswich Qld 4305).
- Investment includes GST, training workbook, action plan and refreshments (package discounts are available for multiple bookings).
- Customised on/off-site training options are available for groups and a quote can be provided to meet requirements.