

# June



# Coursetter

# 2023

Visit [www.Coursetter.ca](http://www.Coursetter.ca) for more info.

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	May 29 <b>The Fundamentals of Customer Service</b>	May 30 <i>The Fundamentals of Customer Service</i>	May 31 <b>Fundamentals of Business Management</b>	1 <i>Fundamentals of Business Management</i>	2 <i>Fundamentals of Business Management</i>	3
4	5 <b>Order Desk and Call Centre Training</b>	6 <i>Order Desk and Call Centre Training</i>	7 <i>Order Desk and Call Centre Training</i>	8 <b>Negotiating for Results</b>	9 <i>Negotiating for Results</i>	10
11	12 <b>Emotional Intelligence</b>	13 <b>Stress Management</b>	14 <b>Business Leadership: Become Management Material</b>	15 <i>Business Leadership: Become Management Material</i>	16 <i>Business Leadership: Become Management Material</i>	17 <i>Courses will run simultaneously – please register for one course only.</i>
				<b>Develop Critical Thinking Skills</b>		
18	19 <b>Functional Business Writing Skills</b>	20 <i>Functional Business Writing Skills</i>	21 <b>Overcoming Your Fear of Speaking in Public</b>	22 <b>Communication Strategies</b>	23 <i>Communication Strategies</i>	24 <i>Courses will run simultaneously – please register for one course only.</i>
				<b>Skills for the Service Advisor</b>		
25	26 <b>Problem Solving and Decision Making</b>	27 <i>Problem Solving and Decision Making</i>	28 <b>Influence and Persuasion</b>	29 <b>The Fundamentals of Customer Service</b>	30 <i>The Fundamentals of Customer Service</i>	