

February



Coursetter

2019

Visit www.Coursetter.ca for more info.

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
					1	2
3	4 Anger Management <i>Edmonton</i>	5 The Fundamentals of Customer Service <i>Calgary</i>	6 <i>The Fundamentals of Customer Service</i>	7 Communication Strategies <i>Calgary</i>	8 <i>Communication Strategies</i>	9
10	11 Dealing with Conflict and Confrontation <i>Edmonton</i>	12 Building Self-Esteem & Assertiveness Skills <i>Edmonton</i>	13 Leadership Essentials: Coaching, Delegating, and Motivating <i>Edmonton</i>	14 <i>Leadership Essentials: Coaching, Delegating, and Motivating</i>	15 <i>Leadership Essentials: Coaching, Delegating, and Motivating</i>	16
17	18 Family Day – No Classes	19 Stress Management <i>Edmonton</i>	20 The Professional Supervisor <i>Edmonton</i>	21 <i>The Professional Supervisor</i>	22 <i>The Professional Supervisor</i>	23
24	25 Working in a Multigenerational Environment <i>Edmonton</i>	26 Emotional Intelligence <i>Edmonton</i>	27 Inventory Management <i>Full</i>	28 Skills for the Service Advisor <i>Edmonton</i>	March 1 <i>Skills for the Service Advisor</i>	