

December



2021

Visit www.Coursetter.ca for more info.

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
		November 30 The Fundamentals of Customer Service	1 <i>The Fundamentals of Customer Service</i>	2 Develop Critical Thinking Skills	3 <i>Develop Critical Thinking Skills</i>	4
5	6 Dealing with Conflict and Confrontation	7 Influence and Persuasion	8 Order Desk and Call Centre Training	9 <i>Order Desk and Call Centre Training</i>	10 <i>Order Desk and Call Centre Training</i>	11 <i>Both courses will run simultaneously – please register for one course only.</i>
12 <i>Both courses will run simultaneously – please register for one course only.</i>	13 Logistics and Supply Chain Management	14 <i>Logistics and Supply Chain Management</i> Business Office Etiquette	15 The Principles of Project Management	16 <i>The Principles of Project Management</i>	17 <i>The Principles of Project Management</i> Functional Business Writing Skills	18 <i>Both courses will run simultaneously – please register for one course only.</i>
19	20 Crisis Management	21 <i>Crisis Management</i>	22 Change Management	23 Emotional Intelligence	24 <i>Closed for Christmas Holiday</i>	25
26	27 <i>Closed for Christmas Holiday</i>	28 <i>Closed for Christmas Holiday</i>	29 <i>Closed for Christmas Holiday</i>	30 <i>Closed for Christmas Holiday</i>	31 <i>Closed for Christmas Holiday</i>	

January



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Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
						1
2	3 <i>Closed for Christmas Holidays</i>	4 Starting a Small Business	5 <i>Starting a Small Business</i>	6 Networking for Success	7 <i>Networking for Success</i>	8
9	10 Building Self Esteem and Assertiveness Skills	11 Anger Management	12 Building Stronger Sales Relationships	13 <i>Building Stronger Sales Relationships</i>	14 <i>Building Stronger Sales Relationships</i>	15 <i>Both courses will run simultaneously – please register for one course only.</i>
				Communication Strategies		
16	17 Problem Solving and Decision Making	18 <i>Problem Solving and Decision Making</i>	19 The Fundamentals of Business Management	20 <i>The Fundamentals of Business Management</i>	21 <i>The Fundamentals of Business Management</i>	22 <i>Both courses will run simultaneously – please register for one course only.</i>
				The Fundamentals of Customer Service		
23	24 Dealing with Conflict and Confrontation	25 Building Better Teams	26 The Professional Supervisor	27 <i>The Professional Supervisor</i>	28 <i>The Professional Supervisor</i>	29
30	31 Managing Across Cultures					