

OCTOBER

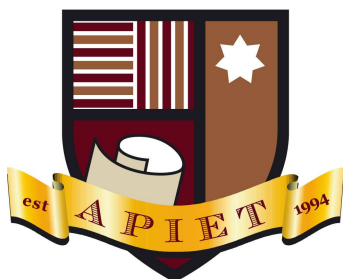
1	2	3	4	5
8	9 Managing Time and Delegating Effectively	10	11	12
15	16 Closing and Confirming the Sale	17 Conflict Resolution and Dealing with Difficult Clients	18	19
22	23 Developing and Enhancing Customer Relationships	24	25	26 Communication and Your Personality
29	30	31 Effective Presentation Skills		

NOVEMBER

			1	2
5	6 Mentoring and Coaching	7	8 Building Customer Relationships using Effective Telephone Techniques	9
12	13	14	15	16
19	20	21 Effective Complaint Handling	22	23
26	27 Developing Teams and Individuals	28	29 Closing and Confirming the Sale	30

DECEMBER

3	4	5	6 Managing Time and Delegating Effectively	7
10	11 Developing and Enhancing Customer Relationships	12	13	14
17	18	19	20	21 Close from today on for the Christmas/New Years break



FOR FURTHER INFORMATION PLEASE, CONTACT US:

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