

WA Training Calendar 2010

January						
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February						
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May						
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August						
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November						
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December						
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Key

Managing With Insight 2 Days	
Behavioural Interviewing 1 Day	
Empathy Selling 1 Day	
Stress Management 1 Day	
Communication Skills -1 Day	
Emotional Intelligence 1 Day	
Time Management 1 Day	
Manager as Coach 1 Day	

Managing With Insight

This popular course has been developed over 40 years by Chandler Macleod to provide a framework for understanding behaviour. Through providing a 'users manual' for people interactions, participants are taught to understand and recognise behaviours and motivations. Practical skills in applying this framework are developed to enhance personal effectiveness and productivity.

Communication Skills

Communication Skills training introduces participants to the many and varied aspects of effective communication including identifying the message, considering your audience, delivery and listening. Further, this course will introduce participants to non verbal communication techniques, including reviewing what body language says about us, visual aids and written communications.

Behavioural Interviewing

With over 50 years experience in both Recruitment and Training, Chandler Macleod runs this unique course helping you understand how to recruit the right staff and avoid making classic recruitment mistakes. Develop the skills to recruit top performers for your business using a scientific, competency-based methodology.

Time Management

Chandler Macleod's time management course is specifically designed to help you understand how investment in time and task management efforts now pays on-going dividends for your future.

Manager as Coach

Enhance your capability for Management and Leadership by developing Coaching skills to: build employee capability, develop people, deliver performance feedback, engage in meaningful performance management as well as promoting behavioural and cultural change.

Stress Management

Chandler Macleod's Stress Management course encourages participants to examine various sources of stress in their lives and recognise the associated impact on overall wellbeing and performance in the work environment, identify common mistakes in thinking that can 'block' personal progress, and devise a personalised Stress Management Action Plan.

Emotional Intelligence

Emotional Intelligence is the ability to effectively understand and utilise emotions in ourselves and others, in order to be more effective in achieving goals in our personal and professional lives. It is just one part of the whole of how we behave, respond and perform. Emotional Intelligence can also be a skill that can be further developed to complement effective management.

Empathy Selling

This program will provide participants with techniques for closing deals, understanding customers, and developing long-term business relationships. Participants will gain experience in devising a sales strategy, identifying and selling specific benefits of products, using empathy in order to improve participants' influencing skills, communicating a simple and direct message, and overcoming customer objections.

In-house courses featuring customised content are available at regional and metropolitan locations upon request. For further information, please contact: Sarah Hayter (08) 6380 7719