



# ZEALMARK GROUP SHORT COURSES

## 2010 CALENDAR

### PLANNING & TIME MANAGEMENT

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>Personal Planning For Success</b> <i>Plan- Prioritise- Succeed, it's a mindset!</i>	26th	9th 23rd	11th 25th	14th 28th	12th 26th	10th 24th	9th 27th	11th 26th	9th 24th	12th 26th	10th 24th	9th
<b>Professional Planning &amp; Time Management</b> <i>Plan for Productivity and Manage Time Effectively</i>	21st	8th 22nd	10th 24th	13th 27th	11th 25th	9th 23th	8th 23rd	10th 25th	8th 23rd	8th 22nd	9th 23rd	8th

### SALES SKILLS

<b>Business To Business Sales Skills</b> <i>Relationship / Account Management</i>	20th	5th 19th	9th 23rd	9th 23rd	7th 21st	4th 22nd	7th 22nd	6th 24th	7th 22nd	7th 21st	5th 22nd	7th
<b>Foundations for Sales Success</b> <i>Understanding the Foundations of Selling</i>	19th	4th 18th	5th 22nd	8th 22nd	6th 20th	3rd 18th	6th 21st	5th 19th	3rd 21st	6th 20th	4th 18th	3rd

### LEADERSHIP & MANAGEMENT

<b>Managing through Leadership</b> <i>Leadership Techniques in a Management World</i>	28th	11th 25th	16th 30th	16th 30th	14th 28th	15th 30th	14th 29th	13th 31st	14th 29th	14th 28th	12th 26th	15th
<b>Introduction to Management</b> <i>Driving Performance and Outcomes</i>	27th	10th 24th	12th 26th	15th 29th	13th 27th	11th 29th	13th 28th	12th 27th	10th 28th	13th 27th	11th 25th	14th

### CUSTOMER SERVICE

<b>Customer Service</b> <i>Creating Memorable Positive Customer Experiences</i>	13th	2nd 16th	3rd 17th	1st 20th	4th 18th	1st 16th	1st 15th	3rd 17th	1st 15th	1st 18th	2nd 16th	1st
<b>Customer Service Sales</b> <i>Total Solution / Sales and Service</i>	14th	3rd 17th	4th 18th	7th 21st	5th 19th	2nd 17th	2nd 20th	4th 18th	2nd 16th	5th 19th	3rd 17th	2nd

### OTHER COURSES WE OFFER

Need Something not on our calendar?  
Here are some other courses available on request:

- Business Negotiation
- Effective Presentation Skills
- Training For Trainers
- Workplace Communication
- Telephone Sales Skills



**Zoom**  
Accelerated Retail  
Training

Check your monthly newsletter for updates!

### Tailored Courses

We specialise in training you! We can tailor a course just for you and your staff in the areas you need and when and where you need, just contact us to find out more!

### CONTACT US:

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