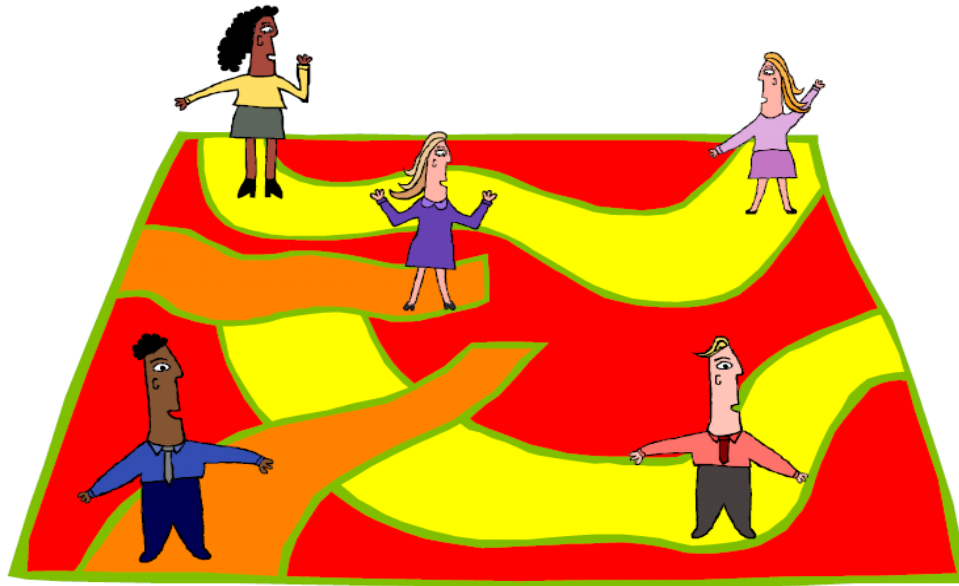


Your 2011 Training Table:

Course	Duration	Min Capacity	Max Capacity	Cost P/P
Soft Skills Training				
Administration Support	1 Day	4	15	\$320
Anger Management	1 Day	4	15	\$320
Assertiveness and Self Confidence	1 Day	4	15	\$320
Budgets and Financial Reports	1 Day	4	15	\$320
Business Etiquette	1 Day	4	15	\$320
Business and Proposal Writing	1 Day	4	15	\$320
Communication and Interpersonal Skills	1 Day	4	15	\$320
Conflict Resolution	1 Day	4	15	\$320
Creative Problem Solving	1 Day	4	15	\$320
Personal Productivity	1 Day	4	15	\$320
Running and Effective Meeting	1 day	4	15	\$320
Customer Service	1 day	4	15	\$320
Customer Service - Telephone	1/2 day	6	15	\$180
Dealing with Difficult People	1 day	4	15	\$320
Selection, Recruitment & Induction	1 day	4	15	\$320
Time and Knowledge Management	1 day	4	15	\$320
Motivation, Creativity, and Persuasion	1 day	4	15	\$320
Workplace Diversity	1 day	4	15	\$320
Safety Training				
Field Level Risk Assessment	2 hours	6	15	\$120
Job Hazard Analysis	3 hours	6	15	\$160
Manual Handling with Back Care	1/2 day	6	15	\$180
Risk Management	1/2 day	6	15	\$180
EEO & Workplace Bullying	2 hours	6	15	\$120



Management and Supervision Training				
Assertiveness Skills at Work	1/2 day	6	15	\$180
Becoming an Effective Supervisor	2 day	4	15	\$480
Change Management	1 day	4	15	\$320
Coaching Skills	1 day	4	15	\$320
Conflict Management	1 day	4	15	\$320
Communication Skills using NLP	1 day	4	15	\$320
Dealing with Difficult People	1 day	4	15	\$320
Dealing with Poor Performers	1/2 day	6	15	\$180
EEO & Workplace Bullying - Supervisors	2 hours	6	15	\$120
Getting Training Results	1 day	4	15	\$320
How to Avoid Unfair Dismissal	1/2 day	6	15	\$180
Human Resource & Industrial Relations 2010	1 day	4	15	\$320
Leadership & Leading the Team	2 day	6	15	\$480
Lean Six Sigma	1 day	4	15	\$320
Managing Industrial Relations 2010	2 hour	6	15	\$120
Managing Performance	1 day	4	15	\$320
Motivating People and the Team	1 day	4	15	\$320
Motivation, Persuasion & Creativity	1 day	4	15	\$320
Negotiate to Agreement	1 day	4	15	\$320
Project Management	1 day	4	15	\$320
Recruitment & Interview Techniques	1/2 day	6	15	\$180
Team Work Building & Dynamics	1 day	4	15	\$320
Training the Trainer	1 day	4	15	\$320
Certificate IV Business	6 months p/t	2	As required	P.O.A
Certificate IV Front Line Management	6 months p/t	2	As required	P.O.A
Employment Services for Job Seekers				
Job Search Skills	1 day	6	15	\$320
Motivation, Creativity, Persuasion & Purpose	1 day	6	15	\$320

Book Your Training Now...

Book your training program now and discuss the many delivery options available. Please email: training@aioc.com.au or Phone the AIOC on (08) 9487 0531.

