

CONTACT CENTRE PROGRAMMES

WORKSHOP	DURATION	COST	JAN	FEB	MAR	APRIL	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC
Contact Centre Agent -Work Readiness Programme (Virtual Classrooms)	6 MONTHS (Enrolment dates)		-	-	19	-	-	5	-	20	-	-	20	-
BPO Executive: Elevate your Agent Skills (Virtual Classrooms)	6 MONTHS (Enrolment dates)		-	-	19	-	-	5	-	20	-	-	20	-
Coaching, QA & Calibration (Virtual Classrooms)	4 DAYS		-	10-13	-	-	19-22	-	-	18-21	-	-	24-27	-

Kindly note: all costs are quoted exclusive of VAT.

For more information or to make a booking please [contact us](#).

There is a **minimum and maximum number** of delegates that would be accommodated to proceed with a workshop.

MANAGEMENT DEVELOPMENT														
WORKSHOP	DURATION	COST	JAN	FEB	MAR	APRIL	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC
Launchpad for Leaders (Virtual Classrooms)	4 MONTHS (Enrolment dates)		-	6	-	8	-	18	-	27	-	-	20	-
NextGen Leaders (Virtual Classrooms)	6 MONTHS (Enrolment dates)		-	6	-	8	-	18	-	27	-	-	20	-
Emerging Managers Development Programme (Virtual Classrooms)	3 MONTHS (Enrolment dates)	R 20 000	-	6	-	8	-	18	-	27	-	-	20	-
Management Development Programme (Virtual Classrooms)	6 -9 MONTHS (Enrolment dates)	R 28 000	-	6	-	8	-	18	-	27	-	-	20	-

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ESSENTIAL SKILLS

WORKSHOP	DURATION	COST	JAN	FEB	MAR	APRIL	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC
Emotional Intelligence (EQ) (Virtual Classrooms)	2 DAYS	R 4399	-	10-11	-	14-15	-	-	-	4-5	-	1-2	4-5	-
Cognitive Flexibility (Virtual Classrooms)	2 DAYS	R4619	14-15	-	-	8-9	-	-	9-10	-	8-9	8-9	-	-
Collaborative Management (Virtual Classrooms)	2 DAYS	R4729	21-22	-	-	15-16	-	-	14-15	-	10-11	-	9-10	-
Change Management (Virtual Classrooms)	2 DAYS	R4729	-	-	17-18	-	14-15	-	23-24	-	-	15-16	-	-
Negotiation Skills (Virtual Classrooms)	2 DAYS	R4619	14-15	-	18-19	-	12-13	-	30-31	-	17-18	-	19-20	-
People Management (Diversity & inclusivity) (Virtual Classrooms)	3 DAYS	R5829	-	17-19	-	-	25-27	-	-	26-28	-	22-23	-	-
Problem Solving (Virtual Classrooms)	2 DAYS	R4619	-	11-12	-	-	28-29	-	-	13-14	15-16	-	26-27	-
Service Orientation (Virtual Classrooms)	2 DAYS	R4619	-	25-26	-	-	7-8	-	-	20-21	-	28-29	-	-

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