

FEBRUARY				
5	Writing Effective Minutes How to record accurate notes at meetings and present clear and useful minutes	Free Book	\$395	Jolynn Chow
9	Writing in Response to Complaints Replying to customers effectively and turning complaints into opportunities	Free Book	\$395	Jolynn Chow
10	Successful Business Communication Skills (SDF Approved) Increasing clarity and confidence, and building relationships that succeed at work	Free Book	\$495	Shirley Taylor and Alison Lester
11	Creativity at Work Increasing creative thought and action in business		\$395	Alison Lester
18	Report Writing Essentials Producing reports that are clear, accurate and create an impact	Free Book	\$395	Jolynn Chow
23	Powerful People Skills (SDF Approved) How to communicate your way to success with impressive interpersonal instincts	Free Book	\$425	Heather Hansen
24-25	Powerful Business Writing Skills (SDF Approved) A popular two-day workshop that will transform your writing skills	Free Book	\$725	Shirley Taylor
MARCH				
4-5	Better Business English English language essentials to help you speak and write clearly, correctly, confidently	Free Book	\$695	Heather Hansen
10	Emotional Intelligence at Work Increasing your effectiveness through understanding people	Free Book	\$445	Leslie Choudhury
16-17	Speaking without Fear Powerful presentation skills for people who hate presenting	Free Book	\$725	Alison Lester
18	Business Etiquette Essentials Winning ways to interact effectively and polish your professional protocol	Free Book	\$425	Tina Altieri
25	Dealing with Difficult People and Situations (SDF Approved) How to resolve tension using effective influencing skills	Free Book	\$445	Christian Chua
30	Energise your E-mail Writing Skills (SDF Approved) Make the most of e-mail and learn how to write well	Free Book	\$445	Shirley Taylor
APRIL				
8	Activate your Listening Skills The building blocks to engaging people and developing effective relationships	Free Book	\$445	David Goldwich
9	Win-Win Negotiation Skills Practical strategies for effective negotiation that gets the right results for all	Free Book	\$445	David Goldwich
MAY				
4	Successful Business Communication Skills (SDF Approved) Increasing clarity and confidence, and building relationships that succeed at work	Free Book	\$495	Shirley Taylor and Alison Lester
13	Professional Image: Your Roadmap to Success How to look, sound and behave like a polished professional from the inside out!	Free Book	\$425	Pang Li Kin
13	Enhance your Performance with Speed-reading Powerful techniques to read faster, comprehend better and remember more	Free Book	\$425	Nishant Kasibhatla
14	Achieving Peak Performance by Improving Your Memory How to use powerful memory management techniques to improve your productivity	Free Book	\$445	Nishant Kasibhatla
19	Energise your E-mail Writing Skills (SDF Approved) Make the most of e-mail and learn how to write well	Free Book	\$445	Shirley Taylor
20	Success Skills for Secretaries and Support Staff (SDF Approved) Essential skills to increase your effectiveness, efficiency and enjoyment at work	Free Book	\$445	Shirley Taylor
JUNE				
9	Writing Effective Minutes How to record accurate notes at meetings and present clear and useful minutes	Free Book	\$365	Jolynn Chow
10	Writing in Response to Complaints Replying to customers effectively and turning complaints into opportunities	Free Book	\$365	Jolynn Chow
11	Emotional Intelligence at Work Increasing your effectiveness through understanding people	Free Book	\$425	Leslie Choudhury
16	Business Etiquette and Professional Poise Winning ways to improve your etiquette and put your best face forward every time	Free Book	\$395	Tina Altieri
17	Report Writing Essentials Writing reports that are clear, accurate and create an impact	Free Book	\$395	Jolynn Chow
29-30	Powerful Business Writing Skills (SDF Approved) A popular two-day workshop that will transform your writing skills	Free Book	\$725	Shirley Taylor